



# Policy & Research Manager Recruitment Pack



# Contents

<b>Information for applicants</b>	<b>2</b>
Application process	2
Equality & inclusion statement	2
Accessibility	2
References	2
Salary	3
Benefits	3
<b>About People Know How</b>	<b>4</b>
Our process	4
Our services	5
<b>Role description and person specification</b>	<b>7</b>
Role purpose	7
Key responsibilities	7
Additional responsibilities or deliverables	7
Behaviours	8
Person specification	8
Personal requirements	9



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

# Information for applicants

## Application process

To apply to this role, please submit the following to [recruitment@peopleknowhow.org](mailto:recruitment@peopleknowhow.org):

- CV (please do not include a photo)
- Cover letter
- Applicant Information form
- Equality & Diversity Monitoring Form (optional)

Should you be shortlisted and invited to interview, the interview panel will be looking for evidence that you meet the key responsibilities and person specification in the job description. When preparing for interview, we recommend using the STAR technique.

## Equality & inclusion statement

Our recruitment decisions are based on fair processes, with appointment on merit. We anonymise all applications before shortlisting. We welcome applications from everyone and are committed to creating a culture in which equality, diversity and inclusion are actively promoted and discrimination is not tolerated and as such understand our legal duties outlined within the Equalities Act 2010.

## Accessibility

Interviews may be held in person. Please indicate any accessibility requirements in the Applicant Information form. Should you be invited to interview, we will ensure that our sites are fully accessible and enable you to participate fully in the interview and any other exercises required as part of the recruitment process. If you would like to discuss requirements or share further details with us, please contact [recruitment@peopleknowhow.org](mailto:recruitment@peopleknowhow.org). Details of any request will only be shared in order to put any adjustments in place and with your consent.

## Eligibility to work in the UK and verification checks

We will carry out a verification check with candidates shortlisted for interview before the interview takes place. Shortlisted applicants will be required to produce:

- Proof of eligibility to work in the UK
- Proof of identification
- Proof of home address
- If relevant, any qualifications deemed essential

Details will be sent with the invite to interview and verification checks will be carried out before interview. Please note that for this role we require all candidates to be eligible to work in the UK and are unable to sponsor candidates who are not already eligible.

## References

Should you be selected for the role, we will ask you to provide the contact details of two people willing to act as referees. At least one of the referees should be a professional referee.



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

## Salary

New starts will start on the first salary scale point for that post, unless otherwise stated.

## Benefits

All staff members will be entered into our organisational Health Cash Plan, providing benefits including money back on health appointments, advice and helplines and retail discounts.



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

## About People Know How

People Know How is a Scottish social innovation charity based in Edinburgh and the Lothians. We work with people and communities to develop innovative strategies and services to address social issues both locally and nationally.

Our aim is to support and empower both individuals and organisations to mobilise their assets and realise their true potential. People often don't realise that they know how, and that's where we come in – unlocking ideas for a better future, today. We call this social innovation.

We do this locally by developing and delivering new and innovative projects in collaboration with people and partners. We do this nationally by initiating action-research projects in partnership with academia and stakeholders from all sectors including other charities, community groups, business and the public sector, derived from our local project work. From these activities, we run nationwide campaigns that influence government policy, enhancing community development and acting as a catalyst for systems change, policy development and improved practice across Scotland.

**Our mission** is to unlock potential, helping people turn their ideas into positive action.

**Our vision** is for people to have new opportunities, strengths, and assets to fulfil their potential.

**Our values** are to be Collaborative, Dynamic, Action Orientated, Innovative and People-Led.

## Our process

All of our work is formed through our Social Innovation Model. The model is simple and cyclical – we ask, research, do, share, and repeat.

The model works to:

- Promote the positive change our projects achieve for individuals
- Build rewarding partnership to grow our projects
- Share how our work creates positive change with other organisations and groups
- Teach others to use our model to transform their ideas into action.

### Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe that people know how to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

### Research

We review literature, best practice, and collaborate with leading figures to inform people's ideas and ensure an evidence base before proceeding with a project. We never duplicate existing services and truly offer unique solutions.

### Do

We run projects and deliver activities, putting ideas into practice, testing, and refining as we progress. Built into our projects is a robust framework of



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

monitoring and evaluation tools that constantly gathering data to assess our progress and performance.

## Share

We share the approaches and impact of our work to recognise and celebrate positive outcomes. We also share our failures, looking to improve and grow. We then ask people for feedback on what we have shared, thus creating a cycle that drives continuous improvement.

## Action-research

In collaboration with leading academic institutions, private enterprise, third and public sector partners and government, we initiate action research projects that aim to test new innovative solutions to entrenched social problems. This research ranges from multiyear longitudinal studies to nationwide mass participation all the way to small locality-based surveys.

## Campaigns & Lobbying

We use our research base to share our impact with all our partners, including running campaigns and lobbying. We believe that working in partnership and sharing resources is key to driving social change.

## Our services

### Positive Transitions

Launched in 2014, Positive Transitions is a service supporting children, young people and their families through primary and secondary school across Edinburgh and the Lothians. The service is designed to support them to feel valued and understood, improve their self-esteem and peer relationships, and enable them to fulfil their potential; and make a positive transition from primary to secondary school. The service is made up of four key projects that provide both one-to-one and group support.

[peopleknowhow.org/positive-transitions](https://peopleknowhow.org/positive-transitions)

### Reconnect

Reconnect is a service offering support to adults and families in Edinburgh and the Lothians to help them to improve wellbeing by increasing digital and social inclusion. The service is comprised of a range of projects that address wellbeing. We believe that digital inclusion and social inclusion are inextricably linked, and together can contribute to enhanced wellbeing. Our projects provide a supportive environment to reduce social isolation through building digital skills and maintaining connections.

[peopleknowhow.org/reconnect](https://peopleknowhow.org/reconnect)

### Connectivity Now

As a result of our learning from Reconnect and our digital transformation during the coronavirus pandemic, we launched Connectivity Now, a national campaign to combat data poverty across Scotland. Through our three actions comprising our Connectivity Now manifesto, we're asking organisations, community groups and individuals from the third, public, business and academic sectors to come together and pledge their support to our campaign. By uniting our voices, aim to lobby the government to make policy change and end data poverty.

[peopleknowhow.org/connectivity-now](https://peopleknowhow.org/connectivity-now)



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

## All Aboard

All Aboard is a canal boat run by People Know How in collaboration with Polwarth Parish Church. The boat hosts unique trips on Edinburgh's Union Canal for community groups and organisations to improve wellbeing, socialise and discover new experiences while surrounded by nature in the heart of the city. Through All Aboard we also offer unique volunteering opportunities to join our crew or become a helmsperson on the boat.

[peopleknowhow.org/all-aboard](https://peopleknowhow.org/all-aboard)

## VIPs

We call our volunteers, interns, and placement students VIPs; and we recognise that improving wellbeing is not limited to the people using our services. A key aim of our programmes are to help VIPs improve their wellbeing, increase confidence, and feel happier and more socially connected in their lives.

[peopleknowhow.org/join-our-team](https://peopleknowhow.org/join-our-team)



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

## Role description and person specification

<b>Role title:</b>	Policy & Research Manager
<b>Main work base:</b>	Hybrid working, with main office based in Straits Meadow, 61-63 London Road, Edinburgh
<b>Team:</b>	Leadership Team
<b>Reporting to:</b>	Chief Executive
<b>Direct reports:</b>	Policy & research team of staff, volunteers, interns and placement students
<b>Salary:</b>	£32,760 – £36,849
<b>Contract:</b>	Permanent, subject to 6-month probationary period
<b>Hours:</b>	Full time, 35 hours a week Job share considered
<b>Annual leave</b>	8 weeks per year
<b>Pension</b>	5% employee, 4% employer contributions
<b>Closing date:</b>	Wednesday 10 January, 12:00pm
<b>Interview date:</b>	Thursday 18 January

### Role purpose

The **Policy & Research Manager** is responsible for developing and implementing plans for research and policy work with stakeholders to ensure People Know How continues to deliver on its strategy, vision, mission, and values. The role includes supporting our political engagement through research, campaigns and influencing, and synthesising relevant existing and emerging research and analysis, developing and presenting credible policy recommendations.

### Key responsibilities

#### Leadership Team

- Working as part of the Leadership Team, focusing on research and policy work
- Attending the Board and relevant committees in respect of these areas
- Writing policy and maintaining the Risk Register in relation to your areas of responsibility
- Leading on research and policy work in both internal projects and external partnerships
- Identifying operational risks, issues, and opportunities and taking responsibility for initiating and leading associated changes
- Preparing periodic reports for the Board showing progress, implementation, and monitoring of the research and policy work



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how



- Working as part of the Leadership Team on annual budgetary development, and planning for additional funds as necessary
- Developing and line managing, supporting, and supervising the research and policy team of staff, volunteers, interns, and placement students

## Research

- Managing day-to-day research projects, processes, and procedures, including monitoring and evaluation of all services and initiatives; from scoping through to methodology and report writing, including managing and developing collaborative work with stakeholders
- Coordinating research that our VIPs (volunteers, interns and placement students) may undertake on areas relevant to People Know How as part of their time with us
- Engage in research projects with external partners including universities and other third sector organisations

## Policy

- Building and maintaining effective relationships with stakeholders in the relevant policy area, including politicians, senior government officials, regulators, other voluntary organisations, academia, and businesses in order to build optimum conditions for successful advocacy of People Know How's policy positions
- Using our social innovation model, working with colleagues to develop a wide range of strategies for the delivery of social change including research, policy development, advocacy, campaigning, working with networks
- Working closely with our Communications & Digital Manager to create and run campaigns to influence policy change and create social impact

## Behaviours

- Creative, with the ability to share ideas and work collaboratively
- Highly motivated and able to work independently
- A positive, professional 'can do' attitude
- Flexible and able to adapt to change to meet the needs of the organisation
- Ability to work well with others as part of a team
- Supportive, and able to encourage others to contribute/share ideas
- Friendly, and able to manage relationships with partner organisations
- Driven to make a real difference with a shared vision and commitment to what we do

## Person specification

- Educated to degree level and/or significant relevant professional experience
- Work experience as in the fields of research and policy work
- Excellent knowledge of Microsoft Office
- Outstanding organisational and time management skills
- Discretion and confidentiality



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

- Excellent project management skills to manage a range of projects/services with competing needs and demands
- Excellent communication skills (written and verbal) with the ability to manage staff, volunteers, interns and placement students
- Strong planning, organisational and administrative skills with the ability to manage multiple projects with overlapping deadlines

## Personal requirements

- Based in/near Edinburgh with flexible and hybrid working by arrangement
- The successful candidate must have the ability to travel across Scotland as required

**Apply now, send your CV, Cover Letter, Applicant Information form and Equality & Diversity Monitoring form to [recruitment@peopleknowhow.org](mailto:recruitment@peopleknowhow.org).**



@peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how