



Position Description

## **Research Officer, The Plug-in**

## Position Description:

### Research Officer, The Plug-in

General Details	
<b>Title: Research Officer – The Plug-in</b>	<b>Classification:</b>
<b>Reports to: Research Manager, The Plug-in</b>	<b>Industrial:</b>
<b>Program/Unit: The Plug-in</b>	<b>Direct Reports:</b>

#### Role Purpose

The purpose of this role is the design and delivery of consumer engagement and insights research projects to generate reliable and valuable insights for The Plug-in's clients who want to improve products, services, research outcomes and policies for the growing 50+ market. Working to broad direction from The Plug-in Research Manager and working closely with other members of The Plug-in team and COTA SA administrative support staff, the Research Officer is a key contributor to the core operations of The Plug-in and the successful delivery of its projects.

Function	Key Responsibilities
<b>Research design, delivery and evaluation</b>	<p>Working to broad direction from The Plug-in Research Manager, the Research Officer will work at times collaboratively and at times autonomously to:</p> <ul style="list-style-type: none"> <li>Take a hands-on approach to designing and delivering all aspects of The Plug-in's consumer insights research projects including: designing a research proposal to fit a client brief, recruiting and managing participants, carrying out the research, gathering, analysing and presenting findings, managing project resources, reporting.</li> <li>Draw on a repertoire of contemporary social and market research methodologies to design research programs which match client requirements and which can be delivered within budget and resource allocations.</li> <li>Facilitate and lead focus groups, workshops and qualitative research interviews as required.</li> <li>Design and implement surveys to generate reliable and valuable insights into the 50+ market to support The Plug-in's clients and COTA SA's strategic interests.</li> <li>Synthesise responses and analyse data to evaluate research and report on findings so that insights can be clearly understood and easily applied.</li> <li>Support The Research Manager in the effective delivery of research projects as required.</li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>Help to grow and diversify The Plug-in community by initiating and contributing to high quality, meaningful communications and engagement programs to recruit and retain "Influencers"</li> <li>Conduct targeted recruitment campaigns across a range of media to engage suitable participants for The Plug-in's projects, including through delegating these tasks to other team members and COTA SA support staff or volunteers as needed.</li> </ul>
<b>Project and Resource management</b>	<ul style="list-style-type: none"> <li>Manage and deliver projects in line with client agreements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with the rest of the project team to ensure successful delivery of research projects which add value to our clients and our community members.</li> <li>• Assist in the development of project budgets, coordinate project schedules and manage resource allocation to deliver projects efficiently within budget.</li> <li>• Prepare project plans and proposals for The Plug-in as required, including designing approaches, setting outcomes and deliverables, estimating financial and other resources required, managing risk and utilising collaboration co-design with The Plug-in team throughout all stages of the project.</li> <li>• Provide administrative and logistical support for projects as required.</li> <li>• Contribute to regular project and operational reports to the Chief Executive and Board as requested.</li> </ul>
<b>Business development</b>	<ul style="list-style-type: none"> <li>• Support the General Manager in business development and client relationship management including through attending client meetings, giving presentations and co-hosting client functions as required from time to time.</li> <li>• Prepare grant applications, business cases, tender documents and other reports as required.</li> </ul>
<b>Team development and performance</b>	<ul style="list-style-type: none"> <li>• Proactively support the growth and development of The Plug-in operation through contributing to systems improvement initiatives and external awareness-raising.</li> <li>• Contribute to a team culture of collaboration and respect and model outstanding internal and external customer service.</li> <li>• Contribute and take responsibility for own participation and value within COTA SA including through effective communication, professional development and accountability for meeting goals.</li> </ul>

Selection Criteria		
	Essential	Desirable
<b>Training/Qualifications</b>	Relevant tertiary qualification	
<b>Experience/Knowledge</b>	<ul style="list-style-type: none"> <li>• Proven success designing effective consumer insights and market research programs using contemporary methodologies</li> <li>• Experience as a facilitator of focus groups and workshops</li> <li>• Direct experience conducting one-on-one qualitative interviews</li> <li>• Demonstrated understanding of target marketing and recruitment strategies</li> <li>• Experienced in data analysis and research evaluation to uncover valuable insights</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working directly with people aged 50+ preferably in an aged care, health or community setting</li> <li>• Established networks in the social innovation, co-design and engagement sectors</li> <li>• Familiarity with a not for profit or social enterprise operating environment</li> <li>• Experience managing and developing a small team of</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience working in social, consumer or market research; marketing; consumer insights; customer experience or similar.</li> <li>• Experience managing projects from start to finish to achieve agreed KPIs</li> <li>• Solid understanding and application of ethical considerations in social and market research as per ADIA standards</li> </ul>	<p>casual workers and volunteers</p> <ul style="list-style-type: none"> <li>• Business development, project cost estimation, grants and tender writing experience</li> </ul>
<p><b>Skills/ Abilities</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated ability to apply research findings to real world and commercial scenarios</li> <li>• Advanced skills across the Microsoft Office suite including Excel and MS Teams</li> </ul>	<ul style="list-style-type: none"> <li>• Confident user of CRM, survey, analytics and project management software programs including Zoho, Tableau and Q Research Software</li> <li>• Skills in delivering online workshops using Zoom or similar</li> </ul>
<p><b>COTA SA team culture</b></p>	<p>Show a commitment to COTA SA values:</p> <ul style="list-style-type: none"> <li>• <b>Respect:</b> We respect and value the contribution and lived experience of Australians as they age and support each person's right to make choices and to participate in their community.</li> <li>• <b>Diversity:</b> We value the great diversity that characterises Australians of all ages and are committed to genuine exchange and engagement with all older people in Australia.</li> <li>• <b>Collaboration:</b> We communicate and work collaboratively with older people, with each other, with our partners, and with the Australian community to achieve the vision and mission of COTA.</li> <li>• <b>Integrity:</b> We operate ethically, openly, honestly and with accountability in all our interactions.</li> </ul> <p>Demonstrate alignment with The Plug-in values:</p> <ul style="list-style-type: none"> <li>• Agile</li> <li>• Accountable</li> <li>• Analytical</li> <li>• Approachable</li> </ul> <p>Show a commitment to upholding the expectations of all COTA SA staff:</p> <ul style="list-style-type: none"> <li>• <b>Customer Service:</b> Build effective relationships with a range of key stakeholders and work successfully with diverse groups.</li> <li>• <b>Team Development:</b> Work collaboratively with team members</li> </ul>	

	<ul style="list-style-type: none"> <li>• <b>Positive Disposition:</b> Model professionalism, adopt high ethical and professional standards, instil confidence and trust among team members.</li> <li>• <b>Self-Awareness:</b> Understand own strengths and weaknesses as well as impact on others; open to feedback from others.</li> <li>• <b>Personal Well-Being:</b> Exhibit a personal energy to achieve success and maintain a healthy lifestyle.</li> </ul>	
<b>Licenses/ Certificates</b>	<ul style="list-style-type: none"> <li>• Maintenance of a full, unrestricted South Australian Driver's License</li> <li>• A satisfactory, current National Criminal History Record Check</li> </ul>	

### Special Conditions

- Duties of the position may vary according to business needs.
- Some travel interstate or intrastate may be required.
- There may be a requirement to work outside of normal business hours.
- Part-time position (0.6FTE) hours negotiable and subject to operational need
- The position is subject to satisfactory completion of an initial 3 month probationary period and regular performance reviews.

**Supervisor Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_