



Position Description

Research and Engagement Officer, The Plug-in

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Research and Engagement Officer, The Plug-in

General Details	
Title: Research and Engagement Officer – The Plug-in	Classification:
Reports to: Head of The Plug-in; Research and Engagement Manager	Industrial:
Program/Unit: The Plug-in	Direct Reports: None

Role Purpose

The Research and Engagement Officer will design and deliver engagement and insights research activities to generate reliable and valuable insights. The role will undertake research to support The Plug-in, a fee-for-service research program and to provide research support to COTA SA's communication and advocacy priorities. Working to broad direction from The Head of The Plug-in and working closely with other members of The Plug-in team and COTA SA administrative support staff, the Research and Engagement Officer is a key contributor to the core operations of The Plug-in and the successful delivery of its projects.

Function	Key Responsibilities
Research and engagement activities	<p>Coordinate and undertake research and engagement activities by:</p> <ul style="list-style-type: none">• Delivering research and engagement activities for older people of diverse backgrounds to understand what matters to them• Drawing on a repertoire of contemporary social and market research methodologies to design research proposals and programs to achieve the intended brief/outcome• Conducting targeted recruitment campaigns across a range of media to engage suitable participants for research projects and programs• Facilitating and leading focus groups, workshops and qualitative research interviews• Designing and implementing surveys to gather reliable and valuable insights• Synthesising responses and analysing data to evaluate research and report on findings so that insights can be clearly understood and easily applied
Project and resource management	<p>Working collaboratively as a team, ensure project methodology is applied to research and engagement activities by:</p> <ul style="list-style-type: none">• Assisting in the development of project briefs, budgets, schedules and manage resource allocation accordingly• Preparing project plans and proposals including designing approaches, setting outcomes and deliverables, estimating financial and other resources required, managing risk and utilising collaboration co-design across the team• Managing and delivering projects in line with project plans and agreements• Providing administrative and logistical support for projects and activities• Contributing to regular project and operational reporting to the Chief Executive and Board

Translating research and engagement insights	<p>Using the insights and evidence gathered through research and engagement activities, contribute to policy and advocacy objectives by:</p> <ul style="list-style-type: none"> • Working closely with the Communications team to develop key messaging and content for COTA SA's policy and advocacy positions • Contributing to the development of content for new program proposals, grant applications and tender submissions • Identifying new and emerging issues of importance to older South Australians
Business development	<ul style="list-style-type: none"> • Support COTA SA's leadership team with business development for The Plug-in to generate new project work and client relationship management including attending client meetings and giving presentations.
Team development and performance	<ul style="list-style-type: none"> • Proactively support the growth and development of The Plug-in operation through contributing to systems improvement initiatives and external awareness-raising. • Contribute to a team culture of collaboration and respect and model outstanding internal and external customer service. • Contribute and take responsibility for own participation and value within COTASA including through effective communication, professional development and accountability for meeting goals.

Selection Criteria		
	Essential	Desirable
Training/ Qualifications	Relevant tertiary qualification	
Experience/ Knowledge	<ul style="list-style-type: none"> • Proven success designing effective social and/or market research projects using contemporary methodologies • Experience managing projects from start to finish to achieve agreed KPIs • Experience as a facilitator of focus groups and workshops • Direct experience conducting one-on-one qualitative interviews • Demonstrated understanding of target marketing and recruitment strategies • Experienced in data analysis and research evaluation to uncover valuable insights • Experience working in social, consumer or market research; marketing; consumer insights; customer experience or similar. • Solid understanding and application of ethical considerations in social and market research as per ADIA standards 	<ul style="list-style-type: none"> • Experience working directly with people aged 50+ preferably in an aged care, health or community setting • Established networks in the social innovation, co-design and engagement sectors • Familiarity with a not for profit or social enterprise operating environment • Experience managing and developing a small team of casual workers and volunteers • Business development, project cost estimation, grants and tender writing experience • Experience in working with clients across academic, health and government sectors • Experienced in undertaking academic literature reviews.
Skills/ Abilities	<ul style="list-style-type: none"> • Demonstrated ability to apply research findings to real world and commercial scenarios • Advanced skills across the Microsoft Office suite including Excel and MS Teams 	<ul style="list-style-type: none"> • Confident user of CRM, survey, analytics and project management software programs including Zoho, Tableau and Q Research Software • Skills in delivering online workshops using Zoom or similar
COTA SA team culture	<ul style="list-style-type: none"> • Show a commitment to COTA SA values: Respect, Diversity, Equity, Collaboration, Integrity, Independence • Comply with the COTA SA Code of Conduct, Service Charter and Organisational Policies and procedures, including WHS. 	

Licenses/ Certificates	<ul style="list-style-type: none"> • Maintenance of a full, unrestricted South Australian Driver's License • A satisfactory, current National Criminal History Record Check 	
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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.
- The position is subject to satisfactory completion of an initial 3-month probationary period and regular performance reviews.
- This role is a full-time role, part-time hours (0.8FTE) may be negotiated.

Supervisor Signature: _____

Print name: _____

Date: _____

Employee Signature: _____

Print name: _____

Date: _____