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**21 April 2021**

Dear Applicant

Thank you for your interest in the contract for a **Community Research Freelancer**.

In this pack you will find:

- Opportunity description
- Person specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

We are happy to receive CVs as part of your application, but we will be primarily scoring and short-listing from fully filled out application forms.

Your completed application form together with your completed monitoring form should be sent to arrive by email to [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk). Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time. We will be assessing applications as they are received and are looking to engage a freelancer as soon as possible.

Interviews will take place over Zoom.

For further information regarding this post please contact **Emma Jones, Head of Insight on 020 8305 5000 or by email [emma.jones@metrocharity.org.uk](mailto:emma.jones@metrocharity.org.uk)**.

We look forward to hearing from you.

Best wishes

Dr Greg Ussher, CEO

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**METRO Surrey**  
Flat 1-3  
The Old Bakery  
South Road  
Reigate, Surrey  
RH2 7LB

# Opportunity description

## Key details

<b>Contract title</b>	Community Research Freelancer
<b>Employment status</b>	Freelancer
<b>Duration</b>	Contract, concluding mid-June 2021
<b>Rate</b>	£300 per day
<b>Hours</b>	Approximately 20 days to be agreed with project manager
<b>Project manager</b>	Emma Jones, Head of Insight
<b>Accountable to</b>	Mark Delacour, Director of External Affairs
<b>Employer</b>	Freelance contract with METRO Charity (The Metro Centre Ltd), you will not be employed
<b>Location</b>	Main location of work is remote with some face-to-face meetings in METRO's Woolwich office/community outreach in Lewisham as appropriate within COVID-19 restrictions

## Job outline

This research freelance contract will encompass two community projects led by our Communications, Policy and Research team, one exploring innovative use of technology to support our service users, the other gathering insight on LGBTQ+ culture in Lewisham.

### Programmes

METRO Digital Futures – researching our service users' needs for additional, digital mental health and wellbeing support and engage them in trial workshops for new digital platforms.

Lewisham Borough of Culture 2022 Research – researching what culture means to LGBTQ+ communities in Lewisham, to learn more about their expectations and needs to inform the borough's plans.

### Timescale

Delivery of METRO Digital Futures research by 21<sup>st</sup> May 2021

Delivery of Lewisham Borough of Culture Research by 11<sup>th</sup> June 2021.

## Main tasks

### **METRO Digital Futures**

1. Conduct a needs assessment of METRO service users who use our Mental Health & Wellbeing domain and our broader service user base, to capture quantitative and qualitative data about their needs for support that might be met digitally. The research will encompass service users' experience of the pandemic in terms of mental health and wellbeing, external digital platforms they may have benefitted from and current needs. The research will need to address digital exclusion and digital illiteracy data and insight, building on the knowledge we already have during our service delivery during COVID-19.
2. Coordinate the engagement of service users in co-production digital workshops, capture feedback and learning from this process and outcomes.
3. Produce a report capturing both the needs assessment and workshops' data/outcomes to inform the development of our Digital Mental Health and Wellbeing Access Strategy.

### **Lewisham Borough of Culture Research**

1. Design and conduct a survey of Lewisham's LGBTQ+ communities' expectations and needs for the cultural programme in the borough in 2022.
2. Conduct a series of qualitative research interviews to develop insights on a broad spectrum of LGBTQ+ residents of Lewisham in terms of their consumption and engagement with culture, and their definition of culture.
3. Engage with our partners – Deptford Pride and Lewisham LGBT Forum to support their insight generation, specifically undertaking analysis on their culture related data.
4. Produce a report combining the quantitative and qualitative research from the survey and interviews on LGBTQ+ communities and culture to inform the borough's cultural programming.

## Other duties

1. Adhere to METRO policies and procedure at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG modules as indicated by your project manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your project manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the project manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

## Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
	Quantitative and qualitative research skills	Essential	Both
Qualification relevant to being an effective researcher		Desirable	Both
Experience in leading community research		Essential	Both
Knowledge around LGBTQ+ communities		Desirable	Both
	Ability to put people at ease, facilitating strong engagement in research activities	Essential	Both
Strong track record of producing engaging, insightful and contextualised research reports, including actionable recommendations		Essential	Both
	Excellent communicator	Essential	Both