

Head of Insight and Evidence

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Reports to: Deputy Director, Insight and Data

Contract: Permanent

Location: London or Manchester

Salary: £65K subject to a 3.5% uplift in Q4.

Grade: E

Transport Focus is the voice of Britain's transport users. We use our powerful insight to monitor, challenge and identify issues as they arise, to improve the user experience. Key to our success is our outstanding stakeholder network and the way this is leveraged to achieve results.

We are an executive non departmental public body, sponsored by the Department for Transport (DfT). We are led by a board of non-executive directors appointed by DfT, Scottish and Welsh Governments and the London Assembly, and run by a Senior Leadership Team which is split between Manchester and London.

Role outline

This senior role will steer the organisation's strategic insight and evidence outputs, working collaboratively across the organisation as well as externally. In addition to overseeing all elements of the insight and evidence work, you will provide a particular focus on promoting an innovative and developmental approach to insight and evidence and provide thought leadership on more complex research issues.

You will lead, and line manage the insight and evidence managers, encouraging and inspiring them to ensure insight methods and outputs are of high quality and enable clear decisions to be made, which will deliver the maximum impact.

You will need to have or acquire a broad understanding of the challenges and opportunities surrounding the transport industry, and its impact on users.

There are currently offices in London and Manchester. There is an expectation to work out of one of the offices, but there are opportunities for flexible working.

What you will do

- Leading and advising the team on designing, organising and conducting qualitative and quantitative research projects
- Sharing your knowledge: working with team members to develop their skills, sharing your experience with the wider team and using it to enhance our insight offering

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- Lead our approach to reviewing other data sources to ensure we obtain maximum value from our evidence – whether greater contextualisation or combined analysis
- Overall supervision of projects, ensuring quality control and ethical compliance.
- Prioritise work to deliver the objectives in the Business Plan while also being able to respond to external developments
- Story telling: using your analytical skills to push the team to tell superior stories with data, and ensuring the research output is strategic and actionable.
- Expert advice and support to colleagues as required, including to the Senior Leadership team.
- Be a role model for effective, people focussed, empathetic, and positive behaviour that is outcome focused and future and transformation orientated
- Nurture team members, enabling them to maximise their potential
- Represent Transport Focus on industry and other forums as appropriate
- Deliver briefings and presentations to different audiences
- Keep up to date with relevant political, social and economic developments and identify opportunities to incorporate these into our insight and evidence work
- Continually review research methods and output design – and implement innovation and improvements in our work. Particularly around use of AI
- Ensure compliance in commissioning suppliers and management of contracts and relationships
- Work closely with the Deputy Director (insight and data) and Head of the Data team to ensure the two functions deliver compelling evidence.

About you

- Expertise in the management and delivery of multiple projects and programmes of work at a senior level
- Able to think strategically, creatively, and critically about the best course of action to achieve desired objectives, with the capability to reach the right outcome as quickly as possible
- Excellent communication and interpersonal skills, with the ability to build relationships, work collaboratively and coordinate cross-functional teams
- Superior team building skills. Ability to unite a team around a vision and bring them with you. Garner confidence and acts with integrity, promoting a culture that gets the best out of a team
- An advocate for change, demonstrating belief and passion in the evolution of the organisation as well as empowering innovation and creativity
- An experienced people manager, allowing a team to perform and maximise their potential

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- Develops and motivates their team by mentoring, coaching team members and fostering a culture of trust. Being adaptable and flexible, allowing for diversity of approach
- Ensures performance management standards are adhered to and team members possess the relevant skill sets and adequate resources to deliver results
- Leads a team with diversity of thought, naturally challenging accepted norms
- Understanding and appreciation of transport and its associated challenges
- Willingness to contribute to projects and workstreams outside of your immediate team – particularly with colleagues our data team.

Our commitment to equality, diversity and inclusion

Transport Focus is committed to representing all transport users. Our team members will play a large part in inspiring the organisation to think differently in terms of approach to this commitment. We must show that our work is representative, relevant, and useful. Diversity and inclusion is key to being able to do this effectively.

We believe that everyone in society deserves the same chances in life. Having a diverse and inclusive organisation means we can tap into different perspectives and experiences to generate new ideas and initiatives, which will make our work more relevant and useful. We want Transport Focus to be a place for everybody and anybody to work. We aim to build teams that draw upon the widest range of experiences, talent, and ideas, and for that reason welcome applications from the broadest range of backgrounds and communities.