

Role Profile

Part A - Grade & Structure Information

Job Family Code	9PE	Role Title	Behavioural Insights Researcher and Development Worker
Grade	PS9	Reports to (role title)	Public Health Lead - Communities and Workplace
		Directorate / School	Public Service Reform
JE Band	314-370	Service / Department	Public Health
		Date Role Profile was created	Oct-22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The Behavioural Insights Research and Development Workers sit within the Public Health Team, who provide the Council with the expertise and support to deliver its public health responsibilities. The role of the Public Health Team is to identify and forecast risks to health and provide evidence of how they can be prevented or dealt with efficiently and effectively to avoid preventable differences and variations in people's experiences of services, life chances and outcomes. The Behavioural Insights Research and Development Workers will work to support the delivery of initiatives to meet the aims and objectives of the Health and Wellbeing Strategy. This will include: the delivery of workshops to build capacity for individual and community resilience, including co-designing community led initiatives; the development of Mental Health Training Networks at a District and Borough level to support with shared learnings and peer supervision; gathering Community insights to inform developments of preventative and early help interventions; and to maintain digital self-help materials.
Work Context	<p>The Behavioural Insights Research and Development Workers will undertake work to support the Public Health Improvement Team to meet their aims and objectives. Initially this will include delivering workshops, co-designing community led initiatives, developing networks, gathering community insights and maintaining digital self-help materials. These posts will be public customer facing roles. The post holders will be required to provide generic public health input to support partnership work and to work flexibly across all areas of health improvement. Partnership working will be a key part of this role and the post holders will be expected to work with colleagues across the Council and partners from a range of statutory, voluntary and business sector organisations including: Clinical Commissioning Groups and other NHS organisations; borough and district councils; Citizens Advice Bureaux; Social Prescribing Schemes; Housing Services; and Debt and Welfare services etc. Post holders will be required to support commissioning of public health and other services when required. Post holders are not required in the office 5 days a week however, network leadership and training will be required to be delivered face-to-face in community venues across Surrey. Post holders must have a willingness to work flexibly including evening and weekend work.</p> <p>This job description is not exhaustive and may change as the post develops or due to changes in service requirements within the public health team. Such changes will not take place without consultation between the post holder and their manager.</p>
Line management responsibility if applicable	No line management
Budget responsibility if applicable	May have indirect budget responsibility

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the development and achievement of business plans for communities and workplace to develop and implement agreed strategy for behavioural insights and emotional and mental wellbeing. • Promote and manage the delivery of the service to meet the needs of the public by: delivering workshops to build capacity for individual and community resilience, including co-designing community led initiatives; developing Mental Health Training Networks at a District and Borough level to support with shared learnings and peer supervision; gathering community insights to inform developments of preventative and early help interventions; and to maintain digital self-help materials to promote self care and services to communities. <p>Planning & Organising</p> <ul style="list-style-type: none"> • The Behavioural Insights Research and Development workers will lead on the delivery and reviewing of workshops, the co-designing of community led initiatives and the development of Mental Health Training Networks, as directed by their manager. All of which will promote engagement with the service area. • The Behavioural Insights Research and Development workers will be expected to plan their own workloads and secure resources to enable them to meet their key deliverables. <p>Finance and Resource Management</p> <ul style="list-style-type: none"> • The Behavioural Insights Research and Development Workers may manage external suppliers and or contracts required within their work streams. For example, community connections will be required to be present at wheel of wellbeing workshops, this will be one chargeable service that the workers will support. • The Behavioural Insights Research and Development Workers will be required to monitor and advise on budge expenditure relating to their work. This will be in accordance with the organisations policies and procedures and feed back into the wider team. <p>Work with Others</p> <ul style="list-style-type: none"> • The Behavioural Insights Research and Development Workers will be directly providing workshops to the public. Both within these workshops and via the digital self help material they will be providing advice and guidance to members of the public on specialist services. • In order to meet the objectives of delivering workshops, gathering community insights, developing networks and maintaining digital self help materials the Behavioural Insights Research and Development Workers will be required to liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors. Through their work they will share knowledge or best practice and ensure quality, integrated service delivery. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree and/or relevant professional qualification or considerable experience of working within the service area. • Thorough knowledge of the service/ functional area including relevant legislation, policies and procedures relating to the service area. • Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. • Ability to understand and monitor budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels. • Proven IT skills and able to use technology to be efficient in the role. • Ability to priorities and plan and make best use of personal resources in achieving performance objectives. • Ability to manage a range of projects through to completion. • Able to lead team working, and use supervision to improve personal performance and practice of junior staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Relevant degree, preferable educated to masters level or working towards masters, or equivalent experience Public Health, Behavioural Psychology, Social Research or related. • UKPHR Practitioner/ BPS Psychologist or working towards registration. Up-to-date registration with the UK Public Health Register (UKPHR) for public health practitioners or be prepared to become a UKPHR registered public health practitioner. • Evidence of continuous training and personal development for example in: public health topic areas, evaluation, research methods, project management, influencing others, commissioning. • Experience of creating sustainable partnerships and maintain existing contacts, partnerships and relationships with a range of statutory and non-statutory organisations. • Experience of leading on the development and adaptation of programmes and projects in response to: insights gathered; local health needs assessments; changes in national and local policy and strategy; and local priorities for addressing health inequalities in the context of the wider public health landscape. • Satisfactory DBS clearance is required.
Role Summary	<p>Roles at this level lead and manage the work of a team providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading on a project to promote a community/cultural activity. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/ or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan. They will work largely autonomously with access to guidance from more experience professionals.</p>

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