



► Insight & Influence Coordinator (Part Time Role)

Department:	Insight & Influence
Reports to:	Advice, Insight & Influence Manager
Pay band and salary range:	Grade Band C Salary: £16,666 per annum, based on a full-time equivalent salary of £27,777 Hours: 21 hours per week, 0.6 FTE
Role summary:	The Insight & Influence Coordinator supports the delivery of Students' Union research and transforming this into insight reps, communities and the organisation can use to influence change. Activity, helping the organisation understand students' experiences, needs and priorities. Using community organising principles, the postholder will gather, analyse and interpret quantitative and qualitative evidence. They will combine data with students' lived experiences to identify trends, explore emerging issues and produce clear insights that support representation, campaigning, service development and organisational decision-making.

Key Accountabilities:

Key Responsibilities	
1.	Research & Evidence Gathering
2.	Data Analysis & Insight Generation
3.	Student Voice & Storytelling
4.	Student Researcher Support & Development
5.	Collaborative Working

Duties and Responsibilities:

Specific Duties and Activities

Research & Evidence Gathering

- Design and deliver inclusive research activities, including surveys, focus groups and consultations, to understand student experiences, needs and priorities.
- Gather and manage evidence from a range of sources, ensuring research is representative, ethical and compliant with data protection requirements.
- Build a robust evidence base that supports community organising, representation and organisational decision-making.
- Support the Union in responding to University consultations through evidence gathering and consultation write ups.
- Keep up-to-date with local or national consultations or policy changes relating to the student experience and sharing this with relevant stakeholders.

Data Analysis & Insight Generation

- Analyse quantitative and qualitative data to identify trends, themes, emerging issues and opportunities.
- Transform data into clear, meaningful insights through reports, dashboards, presentations and briefings.
- Monitor key measures of student experience and support evidence-informed decision making across the Students' Union.

Storytelling & Communication

- Combine data, research findings and student stories to create a rich understanding of the student experience.
- Translate complex evidence into compelling, accessible narratives for a range of stakeholders ranging from students to key University stakeholders and strategic projects.
- Ensure student perspectives and lived experiences are accurately represented through insight outputs and communications.
- Deliver insight to elected representatives and student communities for evidence-based influence in decision-making spaces.
- Work with the Communications Coordinator to incorporate insight-based storytelling into communications pieces for students.

Student Researcher Support & Development

- Provide day-to-day line management, supervision and support for Student Researchers.
- Agree project tasks, priorities and deadlines within the Insight & Influence priorities set by the Advice, Insight & Influence Manager.

- Hold regular one-to-one meetings and provide feedback on research quality, progress and development.
- Support the recruitment, induction and training of Student Researchers.
- Coach researchers in qualitative and quantitative research methods, data analysis, ethical practice and insight generation.
- Review research outputs and support consistent standards across projects.
- Monitor workload, wellbeing and performance, escalating significant concerns to the Advice, Insight & Influence Manager.
- Support the researchers to plan their work independently and develop their research skills.

Collaborative Working

- Build relationships with other Union departments, helping them identify Insight & Influence needs.
- Sharing briefings, presentations and reports with Union colleagues.
- Work with Union departments to understand how they use and collect data and feedback, providing tools for them to turn it into insight.

Person Specification:

List of the knowledge, skills, experience, and qualifications required for the role and whether these are essential or desirable for the role.

Qualifications and Experience	Essential	Desirable
Qualifications		
Degree-level qualification or equivalent experience in a relevant field.	√	
Experience		
Experience of qualitative and quantitative research.	√	
Experience of data analysis, insight generation and reporting.	√	
Experience of supporting, supervising or developing others either through work or voluntary experience.	√	
Experience of engaging with students, volunteers, customers, or service users.	√	
Experience of gathering, interpreting, or working with feedback and opinions.	√	
Experience of supporting projects, campaigns, events, or improvement initiatives.	√	
Experience of working collaboratively as part of a team.	√	
Experience of line management.		√
Experience in a Students' Union, higher education, charity or membership organisation.		√
Experience of participatory or community-based research.		√
Knowledge		
Understanding of the importance of listening to and representing diverse voices.	√	
Awareness of how feedback and insight can be used to influence decision-making.	√	

Understanding of equality, diversity, and inclusion principles.	√	
Research methods, data analysis and insight generation.	√	
Research ethics, confidentiality and data protection.	√	
Higher education and student experience issues.	√	
Community organising, student voice and representation.		√
Skills	Essential	Desirable
Strong analytical and problem-solving skills.	√	
Ability to translate data and research findings into clear, engaging narratives.	√	
Excellent written and verbal communication skills.	√	
Strong organisation, project management and stakeholder relationship skills.	√	
Ability to support and develop others.	√	
Confident in presenting findings clearly	√	
Ability to build positive working relationships with a range of people.	√	
Good organisational and time management skills.	√	
Strong IT skills including Microsoft 365	√	
Experience of managing projects and competing priorities.	√	
Data visualisation and dashboard development.		√

Facilitation, coaching and mentoring skills.		√
Skilled in presentation and report writing formatting e.g. Canva)		√
Qualities	Essential	Desirable
Willing to demonstrate the Union's values in approach to work	√	
Friendly, approachable, and confident in engaging with others.	√	
Curious and interested in understanding different perspectives.	√	
Proactive and able to use initiative.	√	
Reliable and well organised.	√	
Collaborative and supportive team member.	√	
Committed to improving the student experience.	√	
Adaptable and willing to learn new skills and approaches.	√	

Additional Information

- Monday 31st August: Applications close
- Tuesday 1st September: Shortlisting
- Wednesday 9th September: Interviews – Candidates will need to perform a task in readiness for the interview and will be given the interview questions in advance.
- Monday 14th September: Communication of outcome of interviews

Please send any questions regarding the role to Steph Lomas - Advice, Insight and Influence Manager at slomas3@lancashire.ac.uk. (Please note Steph is on annual leave from August 14th until August 24th but will respond upon return).