

# RESEARCHER / DATA ANALYST

## JOB SPECIFICATION AND APPLICATION DETAILS

JANUARY 2019

## WHO ARE WE?

Keystone is a nonprofit consultancy that addresses the measurement needs of charities, businesses and government agencies. We help organisations realize their greatest potential by listening and responding to those most affected by their activities. Our trademark methodology, Constituent Voice™, helps organisations to be inclusive and responsive in their engagement with constituents, systematic in their learning, and transparent in their public reporting.

Mostly, we work with foundations and agencies and conduct surveys of their staff, partners, and the people they aim to serve. Sometimes we guide clients as they introduce accountability and measurement mechanisms into their systems to improve their social impact.

Our client list includes the C&A Foundation, USAID, Global Environment Fund, Ashoka: Innovators for the Public, Bill & Melinda Gates Foundation, The World Bank Group, Oxfam International, Charity Navigator, Swiss Development Corporation, Ikea Foundation, Save the Children, Christian Aid, the Grassroots Business Fund, the Government of South Africa, and many others.

To learn more about us, visit our website: [www.KeystoneAccountability.org](http://www.KeystoneAccountability.org).

## PERSON SPECIFICATION

We are looking for a part-time (3 days/week) Research Officer and Data Analyst to support our consultants with sound quantitative and qualitative skills. Our work involves a lot of consultant-client communication in designing surveys to collect feedback, implementing and analyzing such surveys or tapping into existing data sources. You will work with our consultant team to ensure that these designs will **meet client needs** (e.g. answer their key questions) and that the **scope** of the project is feasible within the allotted budget and timeframe. You will analyze the collected data and organize findings that the consultants can use in their reports for clients, complete with data visualization and graphics as needed. You will also check in regularly with consultants and the tech support team to manage the work pipeline to ensure that project deadlines don't clash.

### Leadership skills:

- **Team player** that is both proactive (anticipating needs, obstacles and timelines) and reactive (responding to day-to-day analysis needs and clients' requests)
- Ability to work with minimal supervision
- Ability to **work with** colleagues in planning projects and then implement those plans
- **Project management** – scoping, task tracking, following up
- Good **documentation**, communication, and consistency of analyses

### Technical qualifications and experience:

- Graduate degree in a research oriented social science (e.g., economics) or other university qualification including advanced quantitative and qualitative data analysis
- Experience in **designing** surveys
- Sound quantitative – mainly descriptive – analysis skills
- Ability to use **statistics** software (R, SPSS, STATA or similar. Our prior work was analysed in R and python)
- Qualitative analysis skills (mainly coding, identifying trends, and categorising themes in qualitative data)

- Ability to use (or willingness to learn) qualitative/mixed methods analysis software (MAXQDA, Atlas, NVIVO, Sensemaker)
- **Data visualisation** with an emphasis on readability to non-experts, and primarily for embedding graphs in documents.
- Working with and managing data sets. Keeping data organized and accessible.

**Nice to have:**

- Postgraduate degree involving advanced statistics and research methods
- Experience in international development or the charitable sector
- Languages (such as Spanish, Portuguese, French, Arabic or Chinese)
- Familiarity with **APIs** – as a means to import structured data for rapid, reproducible analysis.
- Ability to use tracking systems like GitHub

**Work style:**

- **Ambiguity manager** – You can work on a project where not everything that will be needed is known yet, and help define those requirements and constraints so that client expectations are exceeded, while staying on budget.
- **Problem solver** – You relish the opportunity to bring data and evidence in creative ways to advance our thinking and most importantly organizational practice when addressing important societal problems.
- **Flexibility** – Sometimes project deadlines require extra hours, but you can make up for it with days off later.
- **Disciplined** – Asserting data standards and rigor and helping others meet deadlines, while also listening to what the client needs.
- **Communicator** – You can write clearly and be understood in English (as a minimum).

## WHAT DOES THE ROLE INVOLVE?

### 1. Data analysis and visualization

- Work with our client-facing consultants to define the analyses needed.
- Carry out analyses.
- Produce data tables and visual charts in client reports.
- Some light-weight qualitative data analysis (sentiment, code-booking, theme trends – with support from a mentor).
- Ensure legacy copies of data sets are accessible in our FeedbackCommons.org interactive website.
- Advise staff and clients on the effective use of data visualization to maximize readability.

### 2. Survey building and implementation

- Build and configure surveys via SurveyGizmo (our collection platform) and other platforms as needed (e.g., SMS surveys)

### 3. Standardizing our practice

- Be an active and willing participant in internal methodological discussions and contribute to the development of the Constituent Voice™ method.

- Document your processes, with guidance for consultants, and explain your methods to clients in reports.

**LOCATION:**

You will be part of our London office team based in West London (Kensington and Chelsea). Exceptional candidates living in or near a GMT time zone will be considered.

**SALARY AND BENEFITS:**

Remuneration is £25,000- 30,000 per annum pro rata for 3 days a week (24 hours) depending on your experience and qualifications. Keystone Accountability is offering a 1-year contract renewable with a 3-month probation period.

Benefits include contributions to a pension fund scheme, 25 days of holidays (pro rata) and flexible working hours (within the 9:00 -18:00 range), and occasional telecommuting.

**APPLICATION PROCESS:**

For more information on this job please contact Daniel Harvey at +44 (0) 20 7316 1844.

To apply, please email your résumé and short cover letter to [hr@keystoneaccountability.org](mailto:hr@keystoneaccountability.org). You should clearly indicate when you would be able to take up the post (we would ideally like the person to start immediately).

**Closing date** for applications is 16 February 2019.

Only shortlisted candidates will be notified. Shortlisted candidates will be asked to complete a simple exercise to test their skills.

Interviews may begin before the application period is over.