

Research Officer

Funding and Information Services

Home Based or Glasgow

About the role

Idox has an exciting opportunity for an enthusiastic individual to join the Knowledge Exchange research team. The Knowledge Exchange provides information services to researchers and professionals in local authorities, public agencies, government departments, consultancies and research units across the UK.

As a Research Officer, you will be answering enquiries and communicating insights in all areas of public and social policy. Being part of the team offers the chance to provide information that is guiding both policy making and practice in many different organisations, and helping to improve decision making and the use of evidence in the public sector. Every day is different and you will have the chance to develop subject specialism knowledge as well.

Idox is proactive in ensuring career opportunities for all our colleagues, respecting diversity and looking to improve our gender pay gaps. We offer flexible working as well as a benefits package which supports wellbeing, and a positive approach to achieving a decent work-life balance whilst supporting your professional ambitions and interests.

Key responsibilities

This is a role which would suit someone with an interest in research or information management and also a genuine interest in public or social policy. In addition to your own research, you will work with others in the team to support our key clients and improve user engagement. The role reports to the Head of Content and Research.

As a Research Officer, you will carry out database searches for our Knowledge Exchange members, write blogs and briefings on public policy issues, select resources to add to our library collection and create content for current awareness services. Altogether, this involves:

- Providing a research enquiry service, carrying out database searches and responding to enquiries from external or internal customers
- Curating material for our library and database, focused on our subscribers' needs
- Supporting the provision of alerting services, including selecting or writing content for bulletins, guides and online channels
- Developing expertise covering one or more agreed areas of public policy subject coverage. This includes advice on sources, and maintaining useful contacts and information around your subject area(s)
- Participating in the efficient running of all aspects of service delivery, including providing cover if required for our document supply service
- Performing any other duties required for the smooth operation of the service.

To be successful, you'll need to be:

Idox. Do more.

- A proactive, self-motivated individual, comfortable with meeting deadlines and prioritising workload
- Must have an interest in, or experience of, online research and content creation
- Must have excellent written English skills and be able to adhere to house style
- High attention to detail; able to take responsibility for the quality of one's own work
- Able to evaluate content quality, interpret research questions and compile and present the results of database searches. Able to understand policy issues and summarise or communicate these to wider audiences
- Able to maintain up-to-date knowledge of current affairs and policy developments.

Additional desirable qualities:

- We're looking for someone who will enjoy working with policy content and providing quality resources for our wide variety of customers.
- A degree in a subject relevant to public policy would be an advantage.
- The role offers a great opportunity for someone to develop their skills in a busy policy research environment. It may suit an early career person with confident communication skills or a returner to work. We offer flexible working arrangements.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 500 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>