



Research Interviewer (telephone based)

Reporting to:	Revitalise's research, monitoring and evaluation lead
Hours:	Flexible - the work can be fitted around other commitments
Duration:	Flexible, though at least one month would work best
Location:	Home-based
Role type:	Volunteer

Providing unforgettable breaks for nearly 60 years

Our essential short breaks boost wellbeing, rejuvenate relationships and bring disabled people and carers closer together. We create revitalising breaks filled with entertainment and new experiences, backed up by 24-hour expert care and much needed reassurance for our guests. Without Revitalise, some time away from the challenges of everyday life would simply be out of reach for many disabled people and their families.

Role purpose

We conduct research and feedback calls with our guests. The insights they provide are vital for understanding our impact, providing the best possible breaks, and for our fundraising and campaigning.

You will be provided with contact details of guests. Either they have requested a call to give their feedback, or you will be following up an email or a letter requesting feedback.



You will be provided with a script and a set of around twenty questions to ask. You will key the guest's answers into an online form. You can do this during the call or make notes and do it afterwards.

Calls will be made during the daytime unless the guest has requested an evening call.

Training

You will receive an introductory online briefing session and ongoing support from an experienced research consultant. You will receive written guidance on conducting calls and on safeguarding. There will be an opportunity to conduct practice calls if you wish.

Requirements

No previous research experience is necessary, although you will need the following:

- Access to a computer and the internet
- A good command of spoken English
- A calm and confident telephone manner

Benefits

If you are a student or interested in a career in research, this is an exciting opportunity to be part of a research team and gain experience of conducting fieldwork. Your work will directly support our charity and help enhance the lives of disabled people and carers.

To apply

Please send your CV to Ian Dale - idale@revitalise.org.uk