



Bring your experience...

For **everyone** going places.

Researcher (Market Research)

(Part Time 3 days per week)

Salary circa £23,600 (Pro Rata)

Join Nexus as a Researcher and dive headfirst into a world where curiosity isn't just welcomed—it's practically our love language, giving you the chance to poke at big questions, uncover clever insights, and help shape our people journey while working with a team that celebrates bright ideas, bold thinking, and the occasional "aha!" moment that shows up at completely unreasonable hours.

Typical Day

- Start your shift by grabbing your handheld device, your loyal sidekick in the quest for accurate transport data.
- Hop onto a Metro, bus or ferry and begin collecting passenger insights like a friendly undercover detective.
- Chat with travellers, ask questions, and listen closely — all while keeping your customer-service charm switched firmly to "on."
- Count passengers with the precision of someone guarding the last biscuit in the tin.
- Work solo or team up with fellow researchers, depending on the mission of the day.
- Adapt on the fly when timetables misbehave, routes change, or the weather decides to add "character" to your day.
- Feed your collected data back to the office, helping turn real-world chaos into meaningful insights.
- Finish your shift knowing you've helped keep Tyne & Wear's transport story accurate, human, and surprisingly entertaining.

About You

- Comfortable using handheld electronic devices — basically, you and a tablet become best friends instantly.
- Quick to learn new processes, like a human software update that actually installs smoothly.
- Interpersonal skills so good you could probably charm a grumpy pigeon.
- Verbal communication, questioning, and listening skills sharp enough to make you the Sherlock Holmes of small talk.
- A positive, flexible, and reliable attitude — the kind of person who rolls with surprises and still smiles about it.
- Attention to detail that borders on "I notice everything," in a helpful, non-creepy way.
- Time-keeping skills that would impress even the most punctual train.

- A natural accuracy-wizard, especially when collecting data that needs to be spot-on.
- Equally happy flying solo or teaming up with others — a social chameleon with purpose.
- A customer-focused mindset — you genuinely like people, even before your morning coffee.

Who we are looking for

You must be able to work collaboratively as part of a team that lives our company values every day supporting each other, delivering exceptional service, and creating a positive, respectful environment for colleagues and customers alike.

As a colleague within Nexus, you will take pride in delivering your best performance, respecting others and working towards team goals through collaboration, agility and embracing learning opportunities.

Our Team

You will join a diverse team who are passionate about the role. There are 19 of us in the team and some of us have worked in the role for over 25 years. The great news is, between us we have a fantastic set of knowledge and skills to support each other to get the job done.

About Us

We care for our communities, deliver with trust and accountability, and adapt with innovation. Every journey is designed to be sustainable, inclusive, and customer-focused because when we move forward together, we create a cleaner environment, a stronger economy, and a better future for all.

What we offer

- This is a Monday to Sunday job, consisting of early, middle and late shifts
- You'll work a 21.60-hour week
- You'll be part of a generous pension scheme (Local Government Pension Scheme)
- 28 days annual leave per year (pro rata) plus bank holidays and time off for volunteering too
- Enjoy travelling for free in Tyne and Wear with our enhanced travel benefits for you and your family
- Free or discounted travel with Grand Central, LNER, Lumo, Northern Rail and TransPennine Express
- You will have the opportunity to contribute to a health cash plan that will contribute (and dependants if you have them) towards dental costs, optical, and lots more
- Access to our reward app with over 1000 plus high street discounts on groceries, holidays and days out
- We like to grow our own colleagues (not literally of course!), so when you're ready for the next step in your career, we can help develop you

What to expect at interview

Our selection process includes a structured interview. Interviews will take place week commencing 12 January 2026.

If you believe this is the role for you, please upload your CV and a covering letter explaining how you meet the essential criteria that are found in the Person Specification before 9am on Tuesday 6 January 2026 by visiting our website www.nexus.org.uk.