



# Candidate Pack

Becoming part of the Picker team

# Hello



Thank you for your interest in becoming part of the Picker team.

At Picker, we work to understand, measure, and improve the areas of health and social care that matter most to people to help achieve our vision of "the highest quality person centred care for all, always". We do this by producing actionable and insightful evidence to help providers deliver better care. If you are passionate about putting people at the forefront of health and care services, then Picker could be the place for you.

Picker is committed to person centredness – and so are Picker people. Our team feels passionately about our mission, and are proud to work for a charity with our history and international reputation. When you come to work for us, it's really important that you have the right skills, knowledge and experience, but it's also vital that you have an interest in the work we do and share our values.

This pack is designed to help you get a feel for what it's like to work with us, find out what we're looking for, explain the recruitment process, and help you decide whether you can see yourself as part of our amazing team.

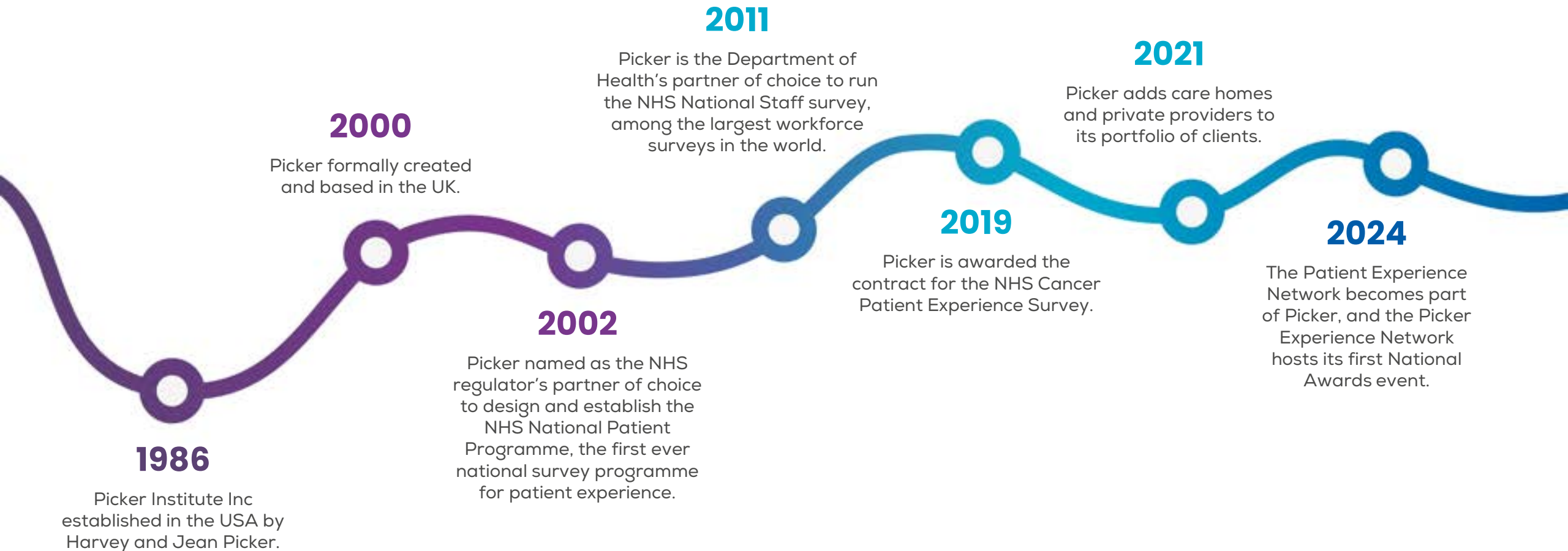
**Good luck – and we hope to speak with you soon!**

Influence • Inspire • Empower



[picker.org](https://picker.org)

# Our History



# Our Picker Principles

Our eight Picker Principles of Person Centred Care underpin everything we do, providing a consistent, evidence-based framework for our work around the globe.

The Principles outline what matters most to those who use care services, and specify the eight key elements which should remain non-negotiable when delivering care.

Our work is driven by public benefit, never by profit, and puts individual needs at the centre of health and social care provision. Our researchers work with policy makers, providers, practitioners, and the public to understand and measure people's experiences of care – and to ensure that these experiences are valued by all.



Fast access to reliable healthcare advice



Effective treatment by trusted professionals



Attention to physical & environmental needs



Continuity of care and smooth transitions



Emotional support, empathy and respect



Involvement and support for family and carers



Involvement in decisions and respect for preferences



Clear information, communication and support for self-care

# Who We Work With



We work with healthcare providers, government bodies, charities, academic institutions, pharmaceutical providers, commercial organisations. We are an approved contractor for the Care Quality Commission (CQC).

At every step, we ensure that individuals' needs and preferences are always placed at the heart of health and care policy and practice.

In our work we partner with local experts as well as top-level international organisations to share data, experience, and research in health and social care. Our expertise means that we help engage and empower our clients to build a culture that consistently delivers person centred care for all, always.



Policy Research Unit  
Quality, safety and outcomes  
of health and social care



# Picker Values and Culture



Picker DNA defines our shared values, attitudes, and behaviours, shaping how we work together to inspire and deliver person centred care.



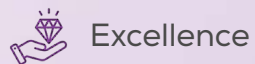
“ Picker’s vision is of ‘the highest quality person centred care for all, always’. The phrase ‘for all’ here is very important: a commitment to equality and equity is part of our DNA and is etched into everything we do.

By embodying these principles, we create impact and set clear expectations across our organisation.

- **Lead** – Take responsibility, challenge constructively, speak up, and drive change.
- **Collaborate** – Share success, engage actively, and build trust through support and respect.
- **Inspire** – Take pride in your work, show passion, and motivate those around you.
- **Progress** – Strive for growth, embrace learning, and help clients achieve their goals.



## Our Values:



Excellence



Collaboration



Integrity



Valuing diversity

Influence • Inspire • Empower



– Chris Graham, Picker CEO

# What Our Staff Say

## Comments from recent internal staff surveys

“Great colleagues, meaningful work and the chance to get involved in different projects and with different patient groups.”

---

“I think the work we do is meaningful and impactful. I think the people that work here are nice and share similar values. I feel we have a lot of potential and that the people I work with are very skilled. As an employer, I think Picker does take a genuinely person centric approach. I love being able to contribute to academic articles - this is a massive draw to me and I really hope I have time to get involved here.”

---

“I would say the favourite thing about working for Picker is the potential impact of research and surveys conducted in the lives of the general public. How the bits we all do across different teams could potentially culminate into a policy shift.”

“The best thing about working at Picker is that it’s evident in the actions taken and communications sent to staff that the organisation cares about employee wellbeing and ensuring people are working in an environment that is suitable for their development on a personal level and professional level.”

---

“The best thing about working at Picker is the culture and flexibility. Picker has one of the best approaches to flexibility and wellbeing of anywhere I have worked. Having the autonomy over working hours, flexibility when required and an overall fantastic culture in relation to wellbeing is something I value greatly.”

---

“Nice colleagues; learning opportunities; building my skillset; home working policy and working on important national surveys.”



# Work Life

You've just read about flexibility from one of our colleagues. We're proud of the flexibility we offer.

We support remote working across the UK – this has benefits for Picker in that we can hire the best people regardless of where they are based and it also has huge benefits for your work/life balance. It will mean that you'll become very well acquainted with Microsoft Teams (if you aren't already!). It also means that we're looking for people who are self motivated, able to work on their own initiative, and have great communication skills.

We have an office in Oxford, which you'll be welcome to use as much or as little as you'd like to. There are some roles where an office presence is required but this is detailed clearly on the job description and job adverts so you'll always know this in advance of applying for a role.

Need to do the school run? Or like going to the gym before everyone finishes work? Or just like a lie in of a morning? Our core hours are 9.30am – 4.30pm Monday to Friday. The time you start and finish work around these hours is up to you. You'll find that we focus on outputs rather than input, and that we're very flexible about where and when you work.



# Benefits



As a colleague at Picker, you'll have access to the following benefits.



Flexible and hybrid working opportunities, including flexible start and finish times.



Contributory company pension scheme (currently employer matching up to 8%).



Regular calendar of social activities organised by a dedicated Social, Wellbeing and Employee Engagement team.



Convenient Oxford location with free parking.



Enhanced maternity, paternity, and adoption pay.



Opportunity to apply for a career break.



25 days annual leave, increasing to 30 days, plus 8 public holidays.



Free life assurance (currently 4x salary).



Annual company away day as well as team away days.



Option to buy or sell up to 5 days of annual leave.



Tailored learning and development, including access to training library.



Cycle, Home and Tech salary sacrifice schemes.



Christmas office closure (currently an additional 3.5 days leave).



Employee loan scheme (rental deposits, UK work visas, season ticket, emergency).

# Health and Wellbeing

Health and wellbeing is really important at Picker. Here are some of the ways we support our colleagues' health and wellbeing.



Employee assistance programme



Staff forum



Internal staff survey



Mental health first aiders



Core hours, flexible and remote working



Time off to support you through a range of life events



Social, Wellbeing and Employee Engagement Team (SWEET)



Buddy scheme

# Interview Process

If you like what you've read so far and think you can see yourself as a Picker person, it's time to apply for a role.

You should send your CV and a cover letter (maximum two sides of A4) to us at [jobs@pickereurope.ac.uk](mailto:jobs@pickereurope.ac.uk). We will use your CV and cover letter to determine whether or not you'll be chosen to have an interview.

Our interview process varies depending on the role but we'll provide you with full details of the process prior to your interview. We may ask you to complete an exercise prior to meeting with you to better understand your skillset / skills. The type of exercise will depend on the role you have applied for. For example, candidates for some senior roles may be asked to prepare a presentation. For other roles, it may be an Excel exercise or a proofreading exercise. We'll give you adequate time to prepare as we know you'll have other commitments.

Our interviews usually take place via Microsoft Teams and will be with two of your potential new colleagues. Some roles will have a second interview.

We'll usually provide you with the questions we're going to ask in advance to help with your preparations. We find this helps you to bring together your thoughts, and can help with nerves.

We'll speak with you ahead of your interview to ask if you need any special adjustments to enable you to attend.

Following your interview, we'll aim to give you feedback within a few days.



# Tips For A Great Application

- Make sure your CV is up to date and is named something that identifies you (it helps us to find your CV easily – you wouldn't believe how many files we get named 'cv.doc').
- Review the job description to find out what the role will involve. It's really important that you understand what you'll be doing in the role.
- Check out the person specification – the essential skills are those that you'll need to have in order to be able to do the job, so it's important that you're able to say "yes, I've got those" before you invest time and effort in writing a cover letter and sending us your CV. There are also "desirable" skills – these are skills that aren't essential but that would be an advantage to have. Don't panic if you don't have all of the desirable skills – often, these are things that we'll be able to help you develop in the role.
- Write a cover letter telling us about you and about how your skills and experience will fit the role we're advertising. This is your opportunity to tell us why you're the best person for the role. You don't need to provide all of the details from your CV – we'll read the two documents together – but you should tell us what you think it's most important for us to understand.



# Frequently Asked Questions

## Who can I contact if I have any questions about a role or require any reasonable adjustments to enable me to apply?

Please contact [jobs@pickereurope.ac.uk](mailto:jobs@pickereurope.ac.uk) as a first step – we can help if you need documents in an alternative format, or just want some extra guidance. You can also call us on 01865 208 100 and ask to speak to Sarah Rowe or Nicola Porter.

Alternatively, if you're applying through an agency, please speak to your contact at the agency.

## How long will it take for you to decide if I've got an interview?

This can vary depending on the number of applications we receive. Generally speaking, we do our best to make a decision and contact applicants within two weeks of the closing date.

## What is your approach to flexible working requests?

As detailed earlier we're proud of our flexibility which is offered as standard to all colleagues, but we know that everyone has their own commitments, interests, and needs. If you want to discuss the possibility of an alternative working pattern such as compressed or reduced hours, we encourage you to do this from the beginning of your application. It won't prejudice your application so please get in touch [jobs@pickereurope.ac.uk](mailto:jobs@pickereurope.ac.uk) and we can have a chat about the potential options.

## Will I be notified if my application is successful and will I receive feedback?

Our aim is to respond to everyone who applies for a role to let them know whether they have been shortlisted for interview. Unfortunately we may not always be able to provide feedback at this stage, depending on the volume of applications. We will usually provide feedback to any candidates who attend an interview.

## How will my information be used?



The information in your application will be used for the sole purposes of recruitment. You can read our Job Applicants Privacy Policy by scanning the QR code here.



## Address

Picker Group  
Suite 6, Fountain House  
1200 Parkway Court  
John Smith Drive  
Oxford OX4 2JY

## Contact details

+44 (0)1865 208100  
[Picker.org](http://Picker.org)  
[pickereurope.bsky.social](https://pickereurope.bsky.social)  
[picker-institute-europe](https://picker-institute-europe)  
[pickereurope](https://pickereurope)

Registered Charity in England and Wales: 1081688

Registered Charity in Scotland: SC045048

Registered Company Limited by Guarantee: 0390816