

### **Research Manager: London**

This position will manage our portfolio of research in Europe / Asia. Experience of research in these regions would be an advantage but a genuine interest in international social and political research is more important. Due to the nature of some of our work in this portfolio the post holder will need to be a UK citizen.

### **Account Management**

- Be the primary point of contact and build long-term relationships with our clients
- Develop a thorough understanding of how client requirements translate into research projects
- Become a trusted advisor to clients, for example, challenging their approach where necessary and offering better solutions
- Take ownership of client relations – communicating regularly and ensuring that they are satisfied with our delivery
- Develop knowledge and expertise in your clients' geographies and sectors

### **Project management & delivery**

- Lead a team of researchers to ensure the successful delivery of our projects according to client needs and objectives
- Input into the design, costs, and contribute to discussion about how to resource projects.
- Delivering start-to-finish project management for clients including:
  - Ensuring projects are error-free and delivered to high standards
  - Ensure that quality control processes are followed
  - Contribute to research design and take the lead on designing research instruments
  - Take the lead with reporting design and analysis, consulting with clients and ensuring that junior team members follow instructions correctly
  - Take responsibility for ensuring the project is delivered as per agreed timelines
- Identify and solve basic problems with projects – escalating more complex projects
- Travel for business purposes – conducting training, client briefings and presentations as required

### **Staff management**

- Lead by example when working with junior staff
- Line manage junior staff members – helping them to organize their working week and being the first point of contact for any issues that they have
- Ensure that all junior staff work is reviewed before it goes out to clients and help junior team members to improve the way that they work.
- Keep senior members of staff informed of any issues that arise when working with junior team members
- Help junior staff identify areas of particular interest and/or areas in which they could improve and help them set objectives accordingly. Review progress against these objectives regularly/as part of the annual review process

### **Commercial management**

- Be aware of project budgets – ensure that resourcing and all paid out costs (travel budgets, fieldwork costs, translation etc.) are all kept within the agreed spec
- Report any cost overruns to an Associate / Research Director
- Consider any cost-saving measures as may be appropriate and discuss with Associate / Research Director
- Contribute to developing budgets, including for complex projects or those required to adhere to pre-specified client formats

### **Business development**

- Support Business Development in searching for new business opportunities
- Identify potential business opportunities with your existing portfolio of clients
- Contribute to research proposal writing, suggesting innovative approaches and improving upon our previous submissions where possible
- Contribute to discussion with account directors on strategic direction of the company – identify opportunities where ORB may be able to capitalize

If you are interested in applying for the position, please send a copy of your CV to Richard Hooper ([rhooper@orb-international.com](mailto:rhooper@orb-international.com)).

Unfortunately, we may not be able to provide feedback on all applications.