

## JOB POSTING – LONDON, UK

### Middle East Research Manager

ORB International seeks proactive, highly analytical individuals to help us serve our growing portfolio of clients. This is a superb opportunity for ambitious detailed-oriented people with strong interests in research in the Middle East with experience in overseeing and delivering primary research products, and executing analysis reports.

This position offers the opportunity to work on ORB's Middle East Business Unit, on a range of projects across the region. Our work covers some of the most important contemporary issues (security, democracy, development, defense etc.); this role will suit people with interests in international politics and backgrounds in primary research.

Candidates must be experienced in delivery quantitative and qualitative research projects and demonstrate a high degree of analytical report writing and ability to present to senior stakeholders. Candidates must be resident in the UK or have the right to live and work in the UK.

The responsibilities for the Middle East Research Manager include, but are not limited to:

#### 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
  - Look for opportunities to make processes more efficient
  - 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 to an Associate / Research Director
- 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 at all times – 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 possible 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.

Salary and benefits are commensurate with experience. ORB International is an independent, privately-owned research agency. Please send a cover letter, CV and writing sample with the subject line ‘ORB Job Search [ROLE]’ to [rhazell@orb-international.com](mailto:rhazell@orb-international.com) and to [mspeed@orb-international.com](mailto:mspeed@orb-international.com). The position is based in London, UK and would involve 3 days a week in the office.

Depending on the number of applications received, we may not be able to respond to all applications.