**JOB POSTING – LONDON, UK**

**Research & Insights Manager - Africa**

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

The position offers the opportunity to work on ORB’s Africa 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.); these roles will suit people with interests in international security, African politics, and backgrounds in research.

Candidates must possess sound quantitative and qualitative research credentials, **particularly focused on quantitative surveys, media monitoring & social listening, open-source techniques, and in-depth interviews.** They must also demonstrate a strong ability to deliver high-quality analysis and report writing, understand the social, political, and economic contexts across Africa and have the 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 Research & Insights 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**

* Manage multi-country research projects across a specific region within Africa without oversight, to ensure the successful delivery of our work according to client needs and objectives.
* Lead the design, analysis and reporting of research products and methodologies **focused on media monitoring and social listening, open-source information, in-depth interviews, and other ad-hoc research.** Coordinate with Research Team to design quantitative surveys.
* Providing guidance and support on rigorous, methodologically sound research practices and approach and technical backstopping across quantitative polling, media monitoring, open-source and in-depth interview research.
* Input into project costs and contribute to discussion about how to resource projects.
* Coordinating the projects’ workflow and delegating responsibilities to team members to ensure all key priorities are dealt with in an efficient and timely manner.
* 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 are allocated workloads and follow instructions correctly
  + Take responsibility for ensuring the project is delivered as per agreed timelines and quality.
* Identify and solve basic problems with projects – escalating more complex projects to an Associate / Project 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, liaising with Team Leader.
* 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 working with Team Leader

**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 Team Leader or an Associate / Research Director
* Consider any cost-saving measures as may be appropriate and discuss with Team Leader or Associate / Research Director
* Contribute to developing budgets, including for complex projects or those required to adhere to pre-specified client formats.

We will be looking for Research & Insights Manager candidates who possess the following types of experience:

* Good academic qualifications, including a Master’s degree or higher in relevant discipline (social science, international relations, geography, political economy, international development)
* At least 4-5 years’ experience of relevant work experience in designing, managing, and implementing research projects in international settings.
* Excellent understanding of research methods, tools, and data visualization.
* Extensive knowledge of the politics, economics, and societies of Africa.

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 jmoody@orb-international.com. The position is based in London, UK.

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