

Senior Research Executive (SRE)

Overview:

- This position will be within our Europe research team.
- Senior Research Executive (SRE) is the level above Research Executive (RE). SREs are expected to be able to complete all RE tasks competently and should play a role in training new staff on RE tasks
- Should be able to organise time independently with little senior involvement – knows when to flag that they have too much/too little work
- Should be able to manage small projects (single country or repeat projects) independently with little senior supervision
- Should be able to manage large parts of complex multi-country projects with senior supervision
- Knows when to escalate issues to senior staff and provides a proactive solution whenever possible
- Should be competent in proposal writing and some business development but this is not a core part of the role

Project management & delivery

- Take the lead on designing research instruments for review by senior staff – understand how client requirements translate into research
- Be aware of timelines and specification to ensure that we deliver to a high standard. Plan project milestones to ensure that we hit deadlines and escalate to senior staff if necessary
- Be prepared to be the main client point of contact for smaller jobs – proactively look to share interesting results and updates to the client throughout fieldwork
- Deliver reporting design and analysis on small projects with little input from senior staff. Support the broader team in delivery of more complex project design. Demonstrate an ability to keep the client's research objectives in mind and ensure that our delivery meets their expectations.
- Support senior staff with report writing, developing a clear writing style, and communicating research findings in clear and concise language (level of responsibility depends on the size of project).
- Implement problem solving with local teams prior to escalating to senior staff

Communication and escalation

- Demonstrate excellent communication skills – know when email communication is inappropriate and escalate with calls when appropriate. Communicate well with clients with little input or monitoring from senior staff
- Know when to escalate issues to senior staff and suggest proactive solutions. Demonstrate creative problem-solving skills.

Client management

- Always demonstrate effective communication with clients. Be confident in suggesting research solutions, delivering updates, and solving most issues with fieldwork.
- Confidently explain the benefits of both qualitative and quantitative research methodologies and how these can be used to meet the client's needs
- Demonstrate ability to present findings to clients in an engaging and professional manner. Lead online and in-person briefings with clients. Be prepared to do this with little support from senior staff and advise client on how to best interpret / use results.

Commercial management

- Be aware of project budgets – check budgets for paid out costs (travel budgets, fieldwork costs, translation etc.) and escalate to project manager if any overruns detected
- Gather costs for projects using costing template and be aware of what is an appropriate rate to charge for our services in each region. Demonstrate the ability to negotiate costs effectively with suppliers as well as clients.

Business development

- Support account directors in searching for new business opportunities
- Contribute to proposal writing, taking the lead on smaller proposals and confidently writing about ORB's capabilities and experience. Work with senior staff to produce more in-depth proposals for complex projects
- Where appropriate, liaise with Business Development staff about meeting potential local contacts or clients while traveling on a project

Personal development

- Volunteers for skills-sharing between ORB UK and ORB USA. Aim to lead the conversation about new research methodologies and interesting developments in the industry
- Work towards being a subject-matter expert in your field. Proactively seek out background information on the areas in which we work which can be used to inform ORB's work.
- Assess needed or advantageous skill building classes, seminars, or conferences – language classes, evaluation related classes, scripting classes, GIS (Geographical Information Systems) classes, etc. – that will help build necessary skillsets

Salary and benefits are commensurate with experience. ORB International is an independent, privately-owned research agency. The position is based in London, UK and involves a minimum of 3 days a week in the office. Please send a cover letter, CV and writing sample with the subject line 'ORB Job Search [ROLE]' to hwilliams@orb-international.com and to achuiko@orb-international.com. The position is based in London, UK.