

# Job Description:

## Research Manager

**SALARY BAND £29.5K TO £37.5K (DEPENDING ON EXPERIENCE) + BENEFITS + BONUS**

*Email CV and cover letter to Sarah.trivedi@cfe.org.uk*

### Are you what we're looking for?

Due to our continuous growth as one of the UK's leading social research agencies, and the undertaking of high-profile research contracts, CFE are on the hunt for a driven, motivated and experienced research expert to join us as a Research Manager.

#### If you:

- *Have the technical know-how and ability to further develop our research and evaluation capabilities*
- *Can design, deliver mixed methodology research and evaluation contracts*
- *Have an understanding of one or more of our business areas - wellbeing, the economy, education*
- *Can demonstrate a strong track record in business development and winning new business*

...then CFE Research could be a great career move for you.

### Who are we and what do we do?

Here at CFE, we're a highly regarded, independent social research company who provide research and evaluation services to a wide range of sectors; from education, economy, health and wellbeing, to government departments and voluntary organisations and charities.

It's our experienced team along with our commitment to applying creative methods, data visualisation techniques and innovative thinking that has seen us become one of the UK's leading social research agencies.

## Your role

We're looking for a Research Manager who will be responsible for undertaking and delivering a wide range of research projects in our key areas of Education, Wellbeing and Economy. You'll bring your research, analytical, design and reporting expertise to the team, drawing upon a strong combination of both qualitative and quantitative experience.

The successful applicant will have good commercial skills, a creative approach to problem-solving, and a commitment to delivering value to customers.

While managing research projects and client relationships, you'll also lead the design of qualitative fieldwork (such as depth interviewing and involvement in focus groups) and quantitative fieldwork (such as survey questionnaires, data analysis, data visualisation) and support presentation design and delivery.

You'll also be supporting the development of new business opportunities, including preparing written tenders and proposals for our prospective clients.

Whether you're a quali, a quanti, or a mixture of the two, our variety of projects means you'll find the perfect opportunity to thrive in the work you're best at.

## Key Responsibilities

The focus of the role will be to:

- *take the lead in managing and delivering research projects, from scoping through to methodology and report writing, including managing and developing client relationships*
- *take the lead on the day to day management of a range of customer accounts and be the first point of contact for these accounts - ensuring that customer expectations are managed and fulfilled*
- *Deliver a wide range of social research techniques including fieldwork such as telephone and in-person interviews, literature reviews, focus groups and data analysis;*
- *Work with senior managers and directors to win new work from new and existing clients and proactively identify new business opportunities both in terms of research services and policy markets;*
- *Plan and manage resources effectively, including financial budgets;*
- *Manage junior research staff and subcontractors (including market research fieldwork agencies) as necessary to achieve project objectives, seeking best value at all times;*
- *Produce insightful research reports with sophisticated advice to support your clients in their decision-making;*



- *Contribute to the development and profile of our research expertise with customers and key influencers;*
- *Work initially within the policy arenas of education, employment and skills to develop new business opportunities in line with the company's strategic ambitions by contributing to developing and increasing our profile with customers and key influencers;*
- *Ensure that the company is up to date with developments in specified policy areas and research markets*

## Our Projects

We carry out high profile and fascinating studies on a wide range of topical issues. Examples include the opportunity to: work in collaboration with the Behavioural Insights Team (often known as the UK's nudge unit) on two longitudinal evaluations involving Randomised Control Trials; to speaking to cancer patients regarding their physical activity; as well as the chance to get to grips with the workings of the government's policies to get more people from underrepresented groups into Higher Education or to recruit new teachers.

From fieldwork and meeting with people from all sorts of backgrounds, to reporting, analysing and evaluating our findings, each project and each day is rarely the same. So if you're confident in directing and quality assuring a multitude of projects from scope to completion, you'll fit right in.

## What you can expect

Our key values underpin everything we do:

**Independence** = in everything we do we act with honesty, integrity and fairness to earn the trust of those that we work with both inside the business and externally with clients and partners

**Work collaboratively** = we encourage creativity and better communication through our supportive culture which values knowledge sharing, learning and working together to achieve the best that we can.

**Innovation and imagination** = we strive to create a culture where innovation and imagination is encouraged in everything from service delivery to customers and through our internal business processes.



**Provide quality** = we empower individuals to take initiative and responsibility to achieve the best results they can within time and budget

## You're a big deal to us

We're really proud of our company and our ability to deliver the highest standard of work to our clients. Because of our strong reputation within the research industry, we're expanding rapidly and want to give you the opportunity to make a big impact. As Senior Research Manager, you'll be instrumental to the successful delivery of projects at CFE and a major part of leading and shaping our business through this exciting phase of growth and beyond.

We believe in collaboration and support, which is why we're committed to your continual growth and progression when you join our team. We consistently invest in our employees and will reward your contribution with the potential to advance your career and progress through the organisation. You'll have the opportunity to make a real contribution to the development of the business early on in your career with us.

We trust in the expertise of our team members and actively encourage your development; we've recently provided opportunities for employees from Research Manager and above to speak at conferences, lead workshops and write articles for journals and the press.

## Where we're heading

We've been steadily expanding the areas in which we work, evolving from enterprise and skills policy into higher education and schools and also into new social policy contexts to raise standards in the delivery of public services. And, over the coming years, we want to step up the pace of change, with brand new ideas and collaborations that pave the way.

We see you as being an integral part of our expansion; from increasing our profile with clients and future clients, to helping us build a reputation so we can attract more customers, employees, partners and associates.

## Location

While the role will involve some travel, we're looking to recruit applicants to work for the most part from our office based in the heart of the bustling city of Leicester.

It's a diverse and colourful city steeped with history and culture, known for its ever expanding business enterprise and creative scene, and rated for its award-winning comedy



festival, range of bars and restaurants. There's lots to see and do in the place we call home and we look forward to welcoming you here.

Leicester is commutable from all major surrounding cities from Birmingham, Nottingham, Derby, Coventry, Northampton, to Luton and London. Our flexible working hours are available to accommodate your commute should you decide to travel rather than relocate.

## The finer details

### PERIOD OF NOTICE

On successful completion of six month probation, the period of notice in your contract of employment will be three months.

### SALARY

The salary band for this position is £29.5k to £37.5k per annum

### BENEFITS:

- 25 days annual leave in addition to statutory holidays (*pro rata for part time employees*)
- company provided Windows mobile and laptop computer for work use
- Reimbursement of car parking charges at our Leicester office

### ON COMPLETION OF SUCCESSFUL 6 MONTH PROBATION:

- group personal pension plan, with an employer contribution of 10%, subject to an employee contribution of 5%
- annual bonus subject to company and individual performance
- personal learning account of £150 per year to spend on non-work related training
- Health cash plan
- free life assurance up to the age of 60 which provides 'death in service' cover of three times current salary as a lump sum payment to a designated dependant
- subsidised eye tests
- enhanced maternity leave pay above the statutory minimum on completion of 12 months' service
- childcare voucher scheme
- access to a company training and development budget and tailored on-the-job and off-the-job training dependant on individual needs
- financial support towards achieving professional qualifications and maintaining CPD as appropriate to the needs of the business
- open to flexible working where compatible with the role and goals of the business



— regular meetings with your line manager and reviews to support your performance and help your development and identify opportunities for progression, based on a structured appraisal system

## Person Specification

Essential	Desirable
<i>Education and formal qualifications</i>	
<ul style="list-style-type: none"> <li>— First degree or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>— MRS Diploma or other recognised research qualifications</li> <li>— preferably in a numerate discipline i.e. statistics, economics, mathematics or similar equivalent qualification</li> </ul>
<i>Experience</i>	
<ul style="list-style-type: none"> <li>— Experience of delivering research projects</li> <li>— Managing and delivering a portfolio of research projects to tight deadlines</li> <li>— Interrogating and analysing datasets</li> <li>— Ability to present, explain and interpret data or analysis to non-technical audiences</li> <li>— Preparing reports which are both objective and accessible to read</li> <li>— Research design, such as devising interview and focus group topic guides, questionnaires, surveys and evaluation frameworks</li> </ul>	<ul style="list-style-type: none"> <li>— Experience of managing sub-contractors including associates and market research fieldwork agencies</li> <li>— Commercial experience to price, design and deliver research based projects to tight deadlines and budgets</li> <li>— Consultancy experience</li> </ul>
<i>Knowledge</i>	
<ul style="list-style-type: none"> <li>— Knowledge of public policy relating to education, wellbeing or the economy (particularly skills policy)</li> <li>— Quantitative and qualitative research techniques and their appropriate usage</li> <li>— Expertise in research techniques, such as online surveying, CATI surveying, focus groups, depth interviewing, interview topic guide design</li> <li>— Knowledge of evaluation methodologies</li> <li>— Prioritise workload for self and others</li> </ul>	<ul style="list-style-type: none"> <li>— Government departments and public agencies, higher education and further education providers</li> <li>— Economics, behavioural economics, econometrics</li> <li>—</li> </ul>
<i>Skills</i>	



Essential	Desirable
<ul style="list-style-type: none"> <li>— Confident numeracy, written &amp; IT skills</li> <li>— Excellent inter-personal skills</li> <li>— Report writing for different audiences</li> <li>— Analytical reasoning</li> </ul>	<ul style="list-style-type: none"> <li>— Coach and support the development of others</li> <li>— Developing and managing project teams</li> <li>— Reporting across different data sources</li> </ul>
<i>Character</i>	
<ul style="list-style-type: none"> <li>— Consistently customer focused</li> <li>— Results orientated</li> <li>— Tenacious</li> <li>— Good team player</li> <li>— Genuine appetite for personal learning</li> <li>— Attention to detail</li> <li>— High level of pro-activity, initiative, energy, enthusiasm, and professionalism</li> </ul>	<ul style="list-style-type: none"> <li>— Effective networker</li> <li>— Able to create team spirit</li> <li>— Continually looking to add value</li> <li>— Investigative nature</li> <li>— Personal interest in public policy</li> </ul>

## How you can join us ....

If our company sounds like a great fit for you, we'd love for you to get in touch. Send your CV along with a covering letter, including:

- *Why you think you're the person for the job*
- *Specifics about the applied research you've done that you think would be relevant to the role*
- *What methodologies you're experienced in applying in terms of quantitative and qualitative research (please try to be specific e.g multivariate, regression modelling)*

Please send your CV & covering letter to: [sarah.trivedi@cfe.org.uk](mailto:sarah.trivedi@cfe.org.uk).

We really look forward to hearing from you!

