



## Job Description – Senior Research Manager

<b>Job Title</b> Senior Research Manager / Senior Consultant	<b>Reports</b> To nominated Associate Director/Director (as line manager) and to individual Project Directors/Managers on project related work.
<b>Updated:</b> Feb 2021	<b>By:</b> BUMD

<b>Job Purpose</b>
<p>The role of Senior Research Managers/Senior Consultants is to win and deliver research, evaluation and consultancy projects, within the Policy and Research (P&amp;R) Business Unit at Ecorys. The roles work across one or more of our markets (at EU-level, internationally or in the UK) and across one or more of our policy areas.</p> <p>Senior Research Managers take responsibility for managing and delivering medium sized research and evaluation contracts and work with Project Directors on larger-scale, longer-term research, and evaluation projects, from work winning and inception to the final report and dissemination. Providing effective project and client management, planning, and monitoring delivery to agreed timescales, ensuring quality, and liaising with contractors, partners, associates, as well as with Ecorys corporate services on compliance, budgeting, and invoicing.</p> <p>Senior Research Managers contribute to business development and work winning. They actively pursue new business opportunities. They will maintain client contacts and start to develop one or more specific area of business development / market interest, winning new work and securing new opportunities. They will seek opportunities to develop the company's profile through business development and dissemination opportunities, such as through client presentations, research sector events, web or social media channels, blogs.</p>

<b>Principle Accountabilities/Tasks</b>
<ol style="list-style-type: none"> <li>1. To deliver research, evaluation and consultancy work on time and to budget, to a high quality and to clients' satisfaction.</li> <li>2. To provide skills and applied experience in qualitative and quantitative methodologies,</li> </ol>



including expertise in designing and implementing a range of evaluation approaches, theories, and models and to design and undertake mixed method research.

3. To design, implement, and oversee a range of quantitative research methods and techniques including designing and implementing data collection and data analysis including surveys and sampling. Overseeing data collection and data cleansing, data analysis and using appropriate (advanced) statistical analysis approaches.
4. To design, implement, analyse and manage a range of qualitative methods including interviews, stakeholder engagement, focus groups, workshops, ethnography etc.
5. To design, manage, and deliver a range of evaluation approaches covering impact and process evaluation. Using theory of change and logic/intervention logic models and a range of experimental/quasi-experimental evaluation approaches.
6. To provide, if appropriate, economics approaches including cost benefit analysis, value for money assessment, economic impact and economic appraisal. To design and provide econometric approaches and analyses.
7. To lead business development activity (PQQs, EOIs, tenders, bids, proposals, frameworks) and contribute to winning new business in one or more policy areas and across one or more of our geographical markets (UK, EU, International). To lead on smaller or medium sized proposals and contribute to larger scale proposals. To take a role in contributing to, or leading client pitches.
8. To effectively project manage to budget, client satisfaction and time, research, and evaluation projects following Ecorys protocols and systems efficiently and effectively.
9. To provide clear and focussed intellectual and policy inputs to the development of both project proposals and project outputs, including the co-ordination of inputs and principal authorship of outputs (reports, summaries, blogs, articles, etc).
10. To build and develop strong working relationships within the business unit, across the company and across the operating companies in the Ecorys Group by providing expert inputs into the work of others in respect of specific policy areas.
11. To build and develop collaborations and relationships with potential partners, associates, other consultancies and experts, to develop business in specific policy areas.

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12. To develop the company's profile and undertake targeted business development and to represent the company at conferences, events and seminars, disseminate across web and social media channels and contribute to strategic policy debates.
13. To share learning within the team (through bite-sized learning, 1:1's, coaching, mentoring, and support) and support the team's continuous improvement.
14. To effectively line manage, coach and develop colleagues in bands one and two.
15. To work collaboratively towards our team-based revenue, PBTM and order intake targets.
16. To support corporate or team-focussed projects and to support recruitment activity on an ad hoc basis.
17. Any other duties deemed commensurate to this role.

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Competencies from the Ecorys Competence Framework	
Win Work	<ul style="list-style-type: none"> <li>• Able to prioritise business opportunities and proposal process</li> <li>• Awareness of commercial expertise to source partners and clients</li> <li>• Ability to lead and deliver tenders</li> <li>• Deliver proposals with high quality input and minimal supervision</li> <li>• Spots opportunities for others to win work and develop business areas</li> </ul>
Win Work – Client Development	<ul style="list-style-type: none"> <li>• Knowledge of policy to develop client relationship and manage caseload of projects</li> <li>• Identifies clients and develop contacts</li> <li>• Develops and manages high level of peer relationships</li> <li>• Manages medium sized proposals</li> <li>• Contributes to developing and expanding own networks to develop potential new markets and assisting Consultants/Project Manager to grow networks</li> <li>• Working independently to support client relationships and high level of customer service</li> </ul>
Deliver Results – Technical and Content	<ul style="list-style-type: none"> <li>• High level of technical knowledge with ability to oversee project and quality of content</li> <li>• Advanced method skills quantitative and qualitative</li> <li>• Good level of knowledge of scope of project and is trusted in their area</li> <li>• Is able to efficiently deliver projects on time and within budget</li> <li>• Developing systems to support several projects</li> <li>• Contributes to the development of the projects and supports colleagues</li> </ul>
Deliver Results – Project Delivery	<ul style="list-style-type: none"> <li>• Provides direction and guidance in effective stakeholder management</li> <li>• Manages large projects and multiple aspects of projects to ensure timely delivery of work</li> <li>• Manages communications between various people within the team and the client dealing with complex issues and resolving with assistance where necessary</li> <li>• Demonstrates excellent customer service - knows where to go to get the right person for the client</li> <li>• Develops systems to support the client experience and good communications</li> </ul>

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	<ul style="list-style-type: none"> <li>Manages the timeline to ensure deliverables are on time and on budget</li> </ul>
Lead & Manage - People	<ul style="list-style-type: none"> <li>Manages and motivates project team with specific focus on own projects</li> <li>Shows insight to enable effective and timely feedback on specific projects and with context</li> <li>Building confidence of the team in their knowledge and skills within the business, in projects and ability to deliver</li> <li>Leads, motivates and manages team and self and delivers high performance</li> <li>Understands business processes and communicates these to the team to build knowledge and awareness</li> </ul>
Lead & Manage - Business Strategy	<ul style="list-style-type: none"> <li>Understands the company strategy and how to implement in a tactical way</li> <li>Contributes to business strategy from a team perspective</li> <li>Aware of delivery standards and effectively managing risk to ensure delivery</li> <li>Looking for opportunities to improve connectivity between business units for better client outcomes</li> </ul>

Qualifications & Experience	
<b>Qualifications</b>	
First degree in relevant subject or equivalent experience (social sciences, economics, mathematics, etc)	Essential
Post-graduate, professional or vocational qualification in relevant subject	Desirable
Membership of an appropriate professional body	Desirable
<b>Experience</b>	
Recent significant and demonstrable experience of the development, delivery of evaluation or research into relevant policy interventions at UK, EU or international levels	Essential
Experience of the successful application of analytical approaches to the understanding and formulation of relevant policy areas	Essential

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Proven ability to acquire new work and repeat business from clients including the preparation of high-quality tenders and proposals	Essential
Strong evidence of effective project management including the co-ordination of inputs under matrix management approaches	Essential
Demonstrable experience of the authorship and co-ordination of high quality consultancy and research reports / outputs	Essential
Commercial awareness and evidence of an entrepreneurial 'can do' attitude to work	Essential
<b>Skills and Knowledge</b>	
Excellent writing skills	Essential
Excellent communication and presentation skills	Essential
Applied economic and/or econometric skills	Desirable
Applied quantitative and/or qualitative research skills	Desirable
Working knowledge of one or more additional languages	Desirable
Excellent professional networking skills to build solid client relationships	Essential
Excellent project management skills, with the ability to manage complex contracts	Essential
Ability to develop people management/line management skills	Essential
Ability to organise, analyse and evaluate complex data	Essential
Highly computer literate (e.g. MS Office suite: plus social sciences softwares including NVivo, R, R Studio, SPSS, Stata, Social Media channels, etc)	Desirable

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## Additional Information

Thorough induction and on-boarding provided. Training and ongoing professional development is provided based on a needs assessment conducted with the line manager. Twice yearly appraisals are undertaken to set objectives and review performance. An enhanced DBS check will be required. Domestic, European or international travel may be required (usually short missions of 1-2 days for domestic or EU trips and occasionally a week to 10 days for international trips) A company mobile phone and laptop will be provided.