



JOB PROFILE: RESEARCH MANAGER

PURPOSE

- to manage and deliver complex projects through your project team, design, set up and management of leading-edge research
- to carry out account management activities through managing of existing client relationships and looking for new opportunities and,
- to manage and coach our people

ENVIRONMENT

Joining Ipsos means developing your career in the very top tier of research. With 16,600 people employed in 89 countries, we are one of the largest and best-known research companies. If you're interested in keeping company with some of the most naturally curious researchers and making an impact to the best local and global brands, we invite you to join us.

As a curious and intuitive individual, an enthusiastic professional with a passion for creating knowledge, at Ipsos you will be fully dedicated to finding the best solutions for our clients. At Ipsos we foster an environment that is entrepreneurial and forward thinking. We attract and hire innovative people with inquiring minds who possess drive, intelligence and enthusiasm. Working at Ipsos is dynamic and challenging; never a dull moment!

OUTPUTS/ACCOUNTABILITY

- Manage all aspects of running a complex job and higher value work
- Ensure job profitability is achieved to meet the business expectations and instill this in others
- Carry out tasks displaying well-developed research skills, knowledge and thought
- Write complex proposals that meet and where possible exceed the brief requirements
- Accurate analysis and interpretation of data, providing strong recommendations
- Direct and design analysis plans and develop new models and approaches (qualitative research only)
- Conduct workshops and creativity sessions displaying a high level of competence in advanced techniques and provide instant debriefs with recommendations. Challenge and modify client discussion guides, design own projective / enabling techniques and demonstrate a high level of competence in an industry specialist are (qualitative research only)
- Participate and show pro-activeness in new business generation; new contracts, calls and seeking opportunities (client-facing stream)
- Account Management, client contact to consist of project-related, relationship building and seeking repeat business discussions; measure to be set through review process (guideline target – 50% of time)
- Display specialist knowledge of a market and share this with others

- Demonstrate strong supervisory skills; i.e. project delegation, time management, day-to-day feedback on performance and behavior, conduct performance reviews. Ensure the project team is properly utilized
- Keep abreast of current trends within market research, in order to develop personal skills / knowledge base
- Keeness to learn and proactive self-development and development of others
- Assist with recruitment of junior staff

COMPETENCIES

- Self-Management
- Communication
- Working Together
- Client Focus
- Knowledge & Expertise
- Flexibility

RELEVANT TRAINING

- Off-the-job professional development days
- Manager Induction Program
- Presentation Skills
- Presenting the Story
- Coaching and Mentoring

RELATIONSHIPS

- Effective interface with the business areas and Operations and Corporate departments and external suppliers
- Promote teamwork in the business area, Division and across Ipsos
- Lead by example and behavior (incorporating values) within the business area
- Direct and manage the project team activities
- Behave in a manner that displays professionalism, integrity and corporate citizenship at all times

DEVELOPMENT

- Demonstrate strong capabilities and leadership in one's business area, clients, projects, people and or / technology to meet business needs. Developing holistic view or a deeper understanding of two to three of these areas
- Understanding of personal actions on business and client

BACKGROUND

Experience:

- At least six years of strong Market Research Experience and good application of knowledge
- Solid experience in questionnaire design, table specifications and project management
- Understand and use statistical analysis

- Selling of research projects and capabilities
- Ideally, experienced in relevant category or sectors

Skills/Knowledge:

- Good communication skills, written and oral
- Sound problem-solving skills
- Able to work under pressure and meet aggressive deadlines
- Exceptional time management skills
- Good data preparation skills
- Good client service skills
- Able to build strong links with the rest of the business
- Proactive / Self-motivated
- Able to work effectively in a team and independently

Qualifications:

- Degree in Business, Social Science, Statistics or related studies