



SENIOR RESEARCH EXECUTIVE / RESEARCH MANAGER

About BVA BDRC

BVA BDRC is an award-winning international consumer insight consultancy, conducting research in over 90 countries. The agency offers the complete range of research consulting and business transformation. We help brands get closer to their customers, improve customer experience and grow the bottom line.

BVA BDRC is part of Paris-based **BVA Group**, one of the largest research and consultancy groups in France and ranked in the top 20 world-wide agencies.

At BVA BDRC we help our clients get closer to their customers, stakeholders and employees by translating research outputs into business intelligence that's ready for action. We do this through a range of market leading insight tools and a dedicated team of experts.

The business is organised around a number of key sectors – finance, hospitality, media, transport, travel and tourism, and we are recognised as leaders in these areas. Our innovation in how we address business challenges crosses these markets, with specialisms in brand strategy/tracking, customer experience, compliance, product development, market development and much more.

Location

The position will be based at BVA BDRC's new head office in Kings Cross, London. Our offices are highly accessible on the transport network and located in the middle of a buzzing area full of entertainment venues. The role will require both office and home working.

What is the job about?

We are seeking either a Senior Research Executive (SRE) or a Research Manager (RM) to join us. The successful candidate will be bright, creative and organised and the role is an exciting opportunity to build experience and learn new skills – we are open to applications from those with some research experience, preferably on the agency side, who now feel ready to move into a varied role and acquire more responsibility.

The role will be based within a sector-specific group within BVA BDRC but with the opportunity to work on projects across all key sectors. The work is varied, dynamic and challenging, encompassing all of the agency specialisms described above and with a wide variety of audiences.

All employees are expected to eventually develop both qualitative and quantitative skills and be flexible enough to deliver on a mix of ad-hoc and continuous projects. Most of the work will be UK based, with fieldwork taking place in various locations, but there may also be the opportunity to travel for multi-country studies.

Key responsibilities

Key responsibilities will include:

- Proposal preparation and gathering costs, sometimes in collaboration with other team members/Directors
- Leading role in all aspects of project management
- Managing both revenue and costs, ensuring accurate and up to date management information
- Developing / updating project materials such as questionnaires and discussion guides
- Quality checks of telephone (CATI) survey scripts and online survey programs
- Undertaking qualitative fieldwork on a range of potentially complex topics
- Preparing data processing specifications and checking final data
- Story-boarding: analysis of both quantitative and qualitative data for key themes, summaries and conclusions
- Preparing / updating PowerPoint reports and presentation packs
- Checking the accuracy of data and commentary in reports
- Preparing and delivering client presentations, bringing out the business implications, not just the findings
- Managing and developing relationships with both clients and supplier contacts
- Coaching others within the team / company, where appropriate to do so

Skills, experience and competencies

The successful candidate is likely to be a graduate with a strong degree from a reputable academic institution.

Candidates must be able to demonstrate the following skills and experience:

- Outstanding project management, an ability to work to deadlines and juggle competing priorities
- An eye for detail and accuracy at all stages, but particularly when checking project materials e.g. survey programs / CATI scripts, data and reports
- The ability to interpret and synthesise data (both numbers and words) and understand what this means for a client
- Excellent, fluent, written and spoken English (fluency in other languages is a bonus but not a requirement)
- A high level of competence in working with both Excel and PowerPoint
- Professional experience, ideally within a research agency, evidencing well-rounded and developing research skills across the project cycle including project design, development of fieldwork materials, management of fieldwork and analysis/reporting together with an awareness of market trends and competitive pressures

Experience in the following would be viewed as a bonus rather than a requirement but, at a minimum, we are looking for someone who is willing to learn and undertake:

- Projects on behalf of a variety of clients in our key sectors
- A mix of both quantitative and qualitative research

The following competencies are highly valued within BVA BDRC and form part of our annual appraisal process:

- Customer/commercial focus: Striving for high client satisfaction, going out of your way to be responsive, helpful and pleasant, whilst maintaining an awareness of the broader commercial context / goals. Demonstrating a commitment to team goals and objectives
- Quality/compliance: Achieving a standard of excellence in work processes and outcomes, following company policies and working to ISO 20252 and 27001 standards
- Initiative: Taking ownership of work, doing what is needed without being asked, an ability to 'think on your feet' when required, whilst also understanding when it is important to seek the advice of others / a Director
- Organisation: Excellent organisation and time management with a demonstrable ability to work to deadlines, juggle competing priorities and plan ahead
- Communication: Balancing listening and talking, speaking / writing clearly and accurately, influencing others, keeping others informed (clients, team members and fieldwork teams)

- Relationships: Good interpersonal skills that will facilitate strong working relationships (with colleagues, external partners and clients), being helpful, team-orientated and an adaptable and supportive team member
- Drive: The ability and drive to develop, being receptive to feedback, willing to learn, embracing continuous improvement
- People management (for those with direct reports / coaching others): Being approachable, setting clear expectations, reviewing progress, providing feedback and guidance

What is it like working at BVA BDRC?

BVA BDRC is an equal opportunities employer. We are a meritocracy, and the company culture is one where individuals can prosper dependent on performance, initiative and enthusiasm. We focus on bringing people up through the business; many of our senior staff started with us at middle or junior levels, including several Board Directors. There are no barriers to advancement for the right people.

A comprehensive training programme is delivered by our Training Action Group (TAG), comprising a mix of internal and external sessions and knowledge sharing across the agency and wider BVA Group, ensuring that relevant learning and development opportunities are available to employees of all levels.

We are a sociable company (and have tried to remain so during the pandemic) and place great emphasis upon teamwork and collaboration.

- We strongly believe that ‘two heads are better than one’ (if not three or four on occasion!), particularly when dealing with challenging work.
- Our social committee organises regular funded social events throughout the year including the Christmas party, an annual summer day out (these have previously included treasure hunts around the Tower of London, team cooking challenges, Go Ape in Battersea Park and white water rafting at the Olympic facility at Lee Valley), and other varied events throughout the year to ensure there is something for everyone.
- Our CSR (Corporate Social Responsibility) committee organises regular fund raising events for both national and local charities, such as a cake sale for Grenfell Tower, a Children in Need ‘bikeathon challenge’ (seeing which team could cycle the farthest on an exercise bike in a set time), decorating a local homeless shelter at Christmas and more.
- We are currently working towards B Corp certification. This is for businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. We have also signed the MRS Net Zero pledge.

Salary

The salary will be competitive. We offer a number of staff benefits as detailed on the following page.

How to apply

Please direct your CV and cover letter to Recruitment2021@bva-bdrc.com, indicating “SRE/RM application” in the subject line. The deadline for applications is the 1st of November 2021. Please also provide an indication of your salary expectations.

Please read our [Privacy Notice](#). By submitting your CV, you consent to us contacting you within the next few weeks regarding this and to the terms detailed in our Privacy Notice

www.bva-bdrc.com

BVA BDRC Benefits

Generous annual leave

In addition to Bank Holidays, we offer 26 days annual leave; 3 of these must be taken between Christmas and New Year. The holiday allowance is increased by 3 days after completing 3 years' service, and rises to 5 extra days after completing 5 years' service.

Pension

All staff are automatically opted-in to the government's NEST pension scheme.

Get fit

We'll subsidise your gym membership (Ts & Cs apply)

Season ticket loan

Commuting can be costly. Let us cover the cost of your annual travel pass with a loan, and you can repay the money in instalments from your monthly salary.

Private healthcare

We'll pay 50% of the premium for you (and your family if you wish) to join our healthcare scheme. Your share of the premium will be deducted from your monthly salary.

Free eye tests

Of course!

Cycle to Work

If you want to cycle to work, we'll help with the upfront cost of buying a cycle through a cycle retailer. We'll buy the bike and/or equipment and reclaim the VAT. You repay the loan via monthly deductions from your gross salary, making it a tax-effective way to pay. We have bike storage, changing lockers and showers on site.

Giving back

We have an active CSR team, with regular opportunities to get involved with fundraising and volunteering activities for our designated charity, Coram.

Socialising

We organise monthly social events around London, including our annual Summer Day Out and Christmas Party. In the past, we've played zorb football, been to Flight Club, abseiled in the Olympic Park and baked with 'The Great British Bake Off' stars.

Referral bonus

If you recommend us to a friend who then works with us (and once the probationary period is completed), we'll give you a referral bonus of £500.

Refreshments

Free fresh filter coffee and just about every kind of tea you can imagine!

Flexible working

You can work at both home and in the office. You will be provided with a laptop to enable flexibility.

Please note that some of these benefits, other than holidays and pension payments, become available only after completion of the probationary period.*

*Benefits subject to amendment according to government regulation and business circumstance