



## SENIOR RESEARCH EXECUTIVE / RESEARCH MANAGER

### About BVA BDRC

BVA BDRC is an award-winning consumer insight consultancy. We are part BVA Group, one of the top 20 market research & consulting groups worldwide.

At BVA BDRC, we believe that human behaviour is the starting point, the lever and the end point of any transformation process. We infuse insights from behavioural science to improve customer and citizen experience, to drive stronger business growth for client organisations – with a focus on sectors such as finance, hospitality, travel & tourism and media.

What does this mean in practice? We collect, aggregate, process, interpret and operationalise quantitative and qualitative data collected from multiple sources to help our clients make the right strategic decisions.

The UK 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.

The geographic scope of our work incorporates more than 100 countries and we deliver our services through offices in London, Paris, Milan, Washington DC, Sydney and Singapore.

### Location

Following completion of an initial onboarding and probationary period, we encourage a blend of office and home-based working. Our head office is in Kings Cross, London, and area with great transport links, with national rail and London Underground just a few paces away. We are also near Coal Drops Yard with no shortage of on-trend shops, bars and cafes, and creative exhibition space.

### What is the job about?

We are seeking 1 or 2 Senior Research Executives (SRE) or Research Managers (RM) to join us. The successful candidate(s) will be bright, creative and organised and the role is an exciting opportunity to build experience and learn new skills – we are ideally looking for candidates with 2-4 years research experience, likely to be on the agency side, who now feel ready to move into a varied role and acquire more responsibility.

The role(s) 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 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, a Sports Day 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

These roles will attract a salary of £30-40,000 depending on experience, plus discretionary year-end bonus linked to company profitability and personal performance. Salaries are reviewed annually and we offer a number of staff benefits as detailed on the following page

## How to apply

Please direct your CV and cover letter to [Recruitment@bva-bdrc.com](mailto:Recruitment@bva-bdrc.com), indicating “SRE/RM application” in the subject line. The deadline for applications is the 9<sup>th</sup> of September 2022.

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](http://www.bva-bdrc.com)

# BVA BDRC Benefits

## Generous annual leave

In addition to Bank Holidays, we offer 26 days' annual leave. 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.

## Health & fitness

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 an interest-free loan, and you can repay the money in instalments.

## Retailer discounts

Fantastic savings on shopping, holidays, leisure and gifts via Caboodle

## 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

Up to £100 towards the costs of tests, and glasses/contact lenses

## Car Benefit Scheme

Our car benefit salary sacrifice scheme enables employees to save money and enjoy hassle-free motoring, with insurance and servicing built-in.

## Bike scheme

If you want to cycle to work, we'll help with the upfront cost of buying a bike. 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 shower facilities.

## Giving back

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

## 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 Flights 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 is recruited by us (and once the probationary period is completed), we'll give you a referral bonus of £500.

## Hybrid working

Flexibility to enjoy our hybrid working model, with a mixture of office and home working.

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