

**Job Title:** Research Executive

**Level:** ...

**Function / Department:** Research

**Reports to (role):** ...

**Team / Line Management role?** ...

**Direct reports (roles):** ...

### Purpose

**The purposes of this role is to:**

Design, conduct, analyse and deliver insightful research, including reports, presentations and other outputs, which our clients use to drive their success. Manage projects from start to finish, ensuring our work is delivered on time and on budget to a standard that delights the organisations we work with.

With a creative, collaborative and entrepreneurial approach, a Research Executive helps to build new and repeat relationships with our clients, and plays an active role in building and sharing new ideas.

### Main Responsibilities & Key Tasks

**The main responsibilities of this role are to:**

1. Successfully manage projects from initiation through to delivery and completion
2. Develop and manage great client relationships to generate repeat business
3. Lead and positively contribute to business winning and advocacy
4. Design and implement quantitative and qualitative research methodologies
5. Produce high-quality, insight-driven client deliverables
6. Contribute to the company's strategic direction through knowledge-sharing and contributing to innovation and development
7. Take an active role in identifying and undertaking CPD
8. Deliver work in line with the company's project delivery systems and processes

**The key tasks within this role are to:**

1. Effective project management of multiple projects at any one time to ensure smooth delivery on time, to budget and to a high quality
2. Maintain strong client relationships through proactive account management
3. Help to win new business through identifying opportunities, scoping methods, proposal writing, pitching developing case studies and participating in conferences
4. Design quality research tools including surveys and discussion guides and facilitate qualitative research
5. Analyse data and deliver insight and actionable recommendations through producing high quality reports, client presentations and workshops
6. Contribute to data insight workshops and collaborative analysis sessions to model findings and develop conclusions
7. Support the development of new products and methodologies
8. Take a proactive approach to CPD, keeping up to date with sector developments and latest research techniques

## Competencies & Behaviours

The MHM Competency Framework lays out how we want employees in MHM to work each day and behave. Each competency is detailed and can be found in the MHM Competency & Behavioural Framework. All roles are graded and grouped together by Seniority level in the business. Examples of the behaviours required for the Seniority level of this role are set out below which may indicate the successful delivery of each competency (including others - this list is not exhaustive and is indicative only).

Competency Cluster Setting Direction	Examples of Effective Behaviour Include
<p><b>Seeing The Big Picture</b></p>	<p>Gather information from a range of relevant sources inside and outside their Department to inform own work            Understand what is required of them in their role and how this contributes to team and business priorities            Consider how their own job links with and impacts on colleagues and others in different areas of the business</p>
<p><b>Changing &amp; Improving</b></p>	<p>Review working practices and come up with ideas to improve the way things are done            Learn new procedures, seek to exploit new opportunities to work smarter and better and help colleagues to do the same            Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in own work role            Be constructive in raising issues with managers about implemented changes and the impact these may be having            Respond effectively to emergencies</p>
<p><b>Making Great Decisions</b></p>	<p>Make effective decisions following a logical and appropriate decision making criteria, framework or guidance            Monitor and store company data appropriately, securely and responsibly            Undertake appropriate analysis to support decisions or recommendations            Investigate and respond to gaps, errors and irregularities in information            Speak up to clarify decisions and query these constructively            Think through the implications of own decisions before confirming how to approach a problem/issue</p>

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Competency Cluster Engaging People	Examples of Effective Behaviour Include
<p><b>Collaborating &amp; Partnering</b></p>	<p>Put forward their own views in a clear and constructive manner, choosing an appropriate communication method, e.g. email/ telephone/ face to face Act in a fair and respectful way in dealing with others Write clearly in plain simple language and check work for spelling and grammar, learning from previous inaccuracies Ask open questions to appreciate others' point of view</p>
<p><b>Leading &amp; Communicating</b></p>	<p>Proactively contribute to the work of the whole team Get to know fellow team members/colleagues and understand their viewpoints and preferences Seek help when needed in order to complete own work effectively Be open to taking on different roles and responsibilities Try to see issues from others' perspectives and check understanding Listen to the views of others and show sensitivity towards others</p>
<p><b>Building Capability For All</b></p>	<p>Identify own skills, knowledge and behaviour gaps to inform own development plan and discuss these with the line manager Recognise and take time to achieve own learning and development objectives Find ways to learn and personally improve in the completion of day-to-day tasks Improve own performance by taking on board feedback from colleagues from different backgrounds Share learning with team and colleagues; contribute to the team's shared learning and understanding React constructively to developmental feedback and make changes as a result</p>

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Competency Cluster Achieving Results	Examples of Effective Behaviour Include
<p><b>Achieving Commercial Outcomes</b></p>	<p>Understand and appreciate the importance and details of relevant budgets and commercial / business development targets for their areas of work            Be aware of and understand when and how to access commercial reporting data (Finance Reports, KPI Reports, Synergist Reports etc.)            Frequently check they are delivering within targets (e.g. chargeable days target, BD target) and personal budgets (e.g. time, cost, materials etc.)            Care about the commercial performance of personal work, or work they are involved in delivering and take responsibility when they haven't delivered the best commercial outcomes or haven't hit any targets</p>
<p><b>Delivering At Pace</b></p>	<p>Work in an organised manner using own knowledge and expertise to deliver on time and to standard            Work with energy and pace to get the job done            Take responsibility for the quality of own work and keep manager informed of how the work is progressing            Remain focused on delivery            Maintain consistent performance            Suggest improvements to ways of working or approaches to work</p>
<p><b>Producing Quality Work</b></p>	<p>Demonstrate a clear understanding of "what good looks like" for personal high quality work            Ensure delivery of professional excellence and expertise in their work            Work within their Team to set priorities, create clear plans and manage and deliver all work and activities to meet the needs of the Client and the business            Identify common problems or weaknesses in processes or procedures that affect delivery quality and escalate these            Promote adherence to relevant project management practices, processes and ways of working, including project management frameworks and internal procedures</p>