Job profile

Job title	Research and insight manager
Reports to	Head of marketing and engagement
Responsible for	Student staff
Salary	£39,520

Job purpose

The postholder will work to embed an insight-led culture across the organisation, translating complex quantitative and qualitative data into insights that help to shape decision-making, service design and performance evaluation by student leaders and staff. They will collaborate on high-profile research projects to elevate the student voice across the University.

Duties

- Develop the insight function to support understanding of members and their needs
- Support colleagues to embed an insight-driven culture into their project design, service delivery and operational plans
- Lead mixed-methods research projects (including surveys, focus groups, and ethnographic studies) tailored to capture authentic data from our student community
- Design dashboards and reporting tools that make complex insights accessible
- Produce forward-looking trend analyses and demographic profiles mapping the shifting landscapes of student life and higher education
- Deliver bespoke research briefs and consultative analysis to support specific organisational campaigns, services or funding bids
- Work with the University to align research activities and maximize collective impact
- Consult with internal departments to audit their performance metrics, track user satisfaction and forecast future service needs
- Support the development of digital service delivery
- Manage the team's performance
- Manage the team's budget

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications (application form)

- Educated to degree level (any) in a research-led discipline (e.g., social sciences, statistics, data analytics) OR equivalent professional research expertise
- Relevant continuing professional development (desirable)

Professional experience (application form, interview)

- Working in a similar role with proven success in leading operational research, data analytics or consumer insight functions
- Using data-driven models and insight to support planning, resource allocation and front-line service design
- Designing targeted, culturally sensitive research frameworks to engage traditionally hard-to-reach or non-traditional demographics
- Turning complex datasets from multiple sources into high-quality, easily digestible business intelligence reports
- Acting as an internal consultant to help teams define their research parameters and data requirements
- Building and maintaining high-trust relationships with key internal and external stakeholders
- Managing teams of staff with proven success (desirable)
- Managing and working in a matrix management structure (desirable)

Knowledge, skills and abilities (interview)

- Deep understanding of both quantitative and qualitative research methodologies, including questionnaire design, sampling and thematic analysis within diverse populations
- Understanding of insight trends, digital data gathering tools, data governance and data visualisation best practices
- Proactive, solution-focused approach with a strong sense of accountability for achieving team targets
- Collaborative team player who can communicate technical data with clarity, empathy and influence to non-technical audiences
- Exceptional interpersonal skills with the ability to confidently present research findings to senior institutional boards and committees
- Advanced IT and data literacy, including proficiency in Microsoft 365, online survey software and data analysis tools
- Innovative and creative approach to work
- Strong understanding of the current higher education sector, regulatory quality assurance systems and the contemporary challenges facing students (desirable)

Personal attributes (interview)

- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including occasional evenings and weekends
- Sensitive to the needs of a diverse community and cultural differences