

BBC Media Action

Job Description

Job Title: Country Research Manager with specialist quantitative skills, BBC Media Action

Reports to: Senior Research Manager, BBC Media Action

Location: London, UK

Duration: Permanent starting ASAP

Context

BBC Media Action is recruiting a Research Manager with strong quantitative research skills to work in London. The Research Manager will oversee research and support local researchers in one or two countries primarily in Asia and support capacity strengthening in quantitative research methods across the organisation. BBC Media Action, the BBC's international development charity, believes in the power of media and communication to help reduce poverty and support people in claiming their rights. Our aim is to inform, connect and empower people around the world. We work in partnership to provide access to useful, timely, reliable information. We help people make sense of events, engage in dialogue, and take action to improve their lives. Audiences are at the heart of all we do. Our audiences include the journalists and others we train, as well as listeners and viewers. Our work is built on insights from our research and engagement with communities.

The Research team, based in London and in each of our country offices, delivers research to support the development and evaluation of media development and communication for development projects. We undertake research at audience, practitioner, organisation and system levels, including

- Formative research to guide the development of projects, including literature reviews, qualitative and quantitative primary research
- Pre-testing/piloting of media outputs with audiences, to feed into programme development
- Monitoring project progress including audience reactions
- Evaluation of the impact of our projects
- Research for learning of what works in media development and communication for development

We work closely with BBC Media Action's Health, Governance, and Humanitarian Response and Resilience Advisors to understand and contribute to the development of best practice in our key thematic areas. We also work with our country, and regional and policy teams to disseminate the data, insights, evidence and learning emerging from our research.

Job Purpose

The research manager plays a key role in ensuring that research conducted in BBC Media Action is delivered to the highest quality, providing great value for money, and offering contextual insights and products to meet the organisation and the sector's needs. The Research Manager ensures that research is relevant, applied and useful to stakeholders across the organisation both in London and in country.

Reporting to a Senior Research Manager, the Research Manager will be responsible for managing the research programme in multiple countries. The Research Manager will work with their local counterparts to conduct research both to support media production teams' requirements and to evaluate the impact of projects.

To do this, the Research Manager will be responsible for ensuring the research is technically well designed, resourced, implemented, reported and disseminated to a range of internal and external audiences. The role will involve coaching and mentoring local research staff to manage research delivery (e.g. agency recruitment, research instrument design and piloting, qualitative and quantitative fieldwork, analysis, interpretation and dissemination of findings).

He/she will be responsible for quality assuring the analysis and interpretation of research data, ensuring that the research is useful, meets the needs, and is used by BBC Media Action production and creative teams.

Bringing substantial quantitative research skills to the role, s/he will also have a strong focus on organisational capacity strengthening around quantitative research design, implementation and analysis. The role will involve collaborating and mentoring other researchers in the use and application of quantitative methods, such as sampling designs, weighting and advanced statistical analysis. They will also work to improve internal procedures and documentation with regards to quantitative research (e.g. commissioning of agencies, analysis specifications) and advise peers and in-country staff on all aspects of quantitative research. The post-holder will also work with other Research Managers to develop best practice in research and research management, and will collaborate with others in the organisation to make sure that research is fit for purpose.

The Research Manager is likely to line manage one Research Officer. The position is based in London and may involve international travel.

Main Duties

- Work with local researchers to deliver a portfolio of research in one or more countries to inform media production and meet donor requirements, and to support the broader strategic and business development needs of the organisation.
- Manage research projects, and/or mentor local research teams to manage research projects, from kick-off to final delivery, including: development of research plans, research instruments and sampling design, commissioning of agencies for qualitative and quantitative research, qualitative and quantitative analysis and interpretation, reporting and dissemination of research findings on time, to budget, to high quality and delivering to project objectives. It requires understanding the value of a variety of research and analysis methods, and guiding Research Officers and other research support teams to deliver to plan.
- Provide technical advice on all aspects of quantitative research and undertake, or support others to undertake, statistical analysis ensuring that the interpretation supports the development and evaluation of media products.
- Understand the needs of the organisation to ensure that all research is tailored and relevant, to deliver simple and valuable insight. Engage proactively and collaboratively with:
 - Non-research staff in country offices including country directors and creative, production and finance teams to support the development and use of research in the production of BBC Media Action's creative outputs.
 - Thematic Advisors, Regional Project Managers, Finance and Communications staff in London to ensure research supports wider organisational/programme objectives and is properly resourced and reported.
 - Any external evaluators, academics or evaluation partners working on specific research projects.

- Manage project research budgets, and be responsible for managing deliverables that match project budget, through planning and monitoring resource needs and products.
- Support and develop local research teams, including coaching, mentoring and/or training to develop their research management and technical skills, and providing quality oversight at the agreed level for each project.
- Share responsibility for managing the R&L team, by supporting and helping improve our processes, and proactively sharing skills and expertise in the team and the organisation. Show maturity in using effective delegation, task management, collaboration, and empathy to manage and empower others. This may include line management of one Research Officer including supporting personal development, motivation and technical support.
- Collaborate with and mentor other researchers both in London and in-country teams in the use and application of statistical techniques, such as sampling designs, weighting and statistical analysis, in order to develop quantitative research capacity and across the research team.
- Represent the research and BBC Media Action with external and internal stakeholders, from producers and project managers, research firms, academic institutions, donors and NGOs, to media and government counterparts, including disseminating our findings and investigating new partnerships and funding opportunities. Communicate complex technical ideas using non-technical language to a wide range of audiences from journalists, production staff and development practitioners
- Support the organisation in winning new business by collaborating across department (in country and in London) and leading on research contributions to project and programme proposals - designing and proposing research that is relevant, and technically and financially sound.

Essential Knowledge, Skills and Experience

- Strong qualitative and/or quantitative research skills, and experience of designing and managing mixed methods research and evaluations in support of practical outcomes. A solid understanding of the application and value of different analysis techniques, making sure they are fit for purpose and of value.
- Advanced quantitative research experience including using multivariate analysis and segmentation techniques.
- Excellent command of SPSS as well as a familiarity with other data analysis software, like Epi-Info, SNAP, SAS/STAT, and knowledge of qualitative data analysis software such as Atlas.TI.
- Proficiency in using SPSS programming syntax for data management and analysis.
- Experience of managing complex fieldwork and adapting methods to challenging and resource-constrained conditions, and a track record of delivering research findings on time, on budget and to a high standard.
- Experience writing reports based on complex data and ability to synthesise findings to communicate to stakeholders who are less familiar with research methods.
- An in-depth knowledge of research methods and reporting techniques, and experience of conducting technically reliable and valid research.
- Experience in sampling design for large-scale population surveys and knowledge of weighting and statistical power calculations.
- Experience of delivering quantitative survey design and analysis, including scale development, and analysis research training and building research capacity.

- Excellent project management and admin skills, including planning and coordinating research and analysis with multi-discipline teams, across multiple themes and managing a complex research portfolio of quantitative and qualitative research.
- Ability to juggle multiple needs and deadlines, and creatively solve problems, through being proactive, forward looking, finding solutions, and having a positive attitude.
- Demonstrate an approach to work that is characterised by commitment, resilience, accountability, and flexibility to deal positively with change. Take responsibility as a manager in the team, seek personal development opportunities, and lead by example.
- Have excellent communication skills, being able to communicate complex research and results to non-research people (*including those whose first language is not English*) in non-technical, creative, and engaging ways - and be able to translate theoretical research into practical application.
- Experience in managing and motivating staff, training and building research capacity, personal development and performance management both in person and remotely.
- Strong communication of insights and presentation skills, and experience of adapting oral and written research outputs to present in non-technical language to diverse audiences from grassroots to senior levels, including NGO staff, non-researchers, academics and donors.
- Excellent interpersonal skills and the ability to engage confidently with audiences, journalists, local researchers, contractors, senior project staff and donors.
- Excellent written and fluent spoken English.

Desirable Knowledge, Skills and Experience

- Experience working in developing countries.
- Experience in impact evaluation using including longitudinal, experimental and quasi-experimental approaches.
- Experience of conducting cross-cultural research or with diverse, multi-lingual audiences.
- Experience of recruiting, managing and training personnel in other countries.
- Experience working with media organisations in applying research findings to production of media outputs and broadcast strategy.
- Experience commissioning or conducting research in developing countries.
- Experience working with development organisations to apply research findings to develop health, governance, humanitarian response or resilience interventions.
- Experience in sampling design where population surveys are not feasible due to conflict or lack of population data.
- Spoken and written proficiency in African, Asian, Middle Eastern or Eastern European languages.

Relevant Competencies

- **Analytical Thinking.** Is able to simplify complex problems, processes or projects into component parts, explore and evaluate them systematically. Able to identify causal relationships, and construct frameworks, for problem-solving and/or development.
- **Managing Relationships and Teamworking.** Is able to build and maintain effective working relationships with a range of people. Works collaboratively with others to be part of a team, rather than separately or competitively.
- **Developing Others.** Is able to recognise potential (managerial, professional, artistic or otherwise) and is willing to foster the development of that potential. Creates a climate in which potential can be realised.
- **Decision Making.** Is ready and able to take the initiative, originate action and be responsible for the consequences of the decision made.

- **Planning and Organisation.** Is able to think ahead in order to establish an efficient and appropriate course of action for self and others. Prioritises and plans activities taking into account all the relevant issues and factors such as deadlines, staffing and resources requirements.
- **Communication.** The ability to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.
- **Influencing and Persuading.** Ability to present sound and well-reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change.
- **Resilience.** Can maintain personal effectiveness by managing own emotions in the face of pressure, set-backs or when dealing with provocative situations. Can demonstrate an approach to work that is characterised by commitment, motivation and energy.
- **Imagination / Creative Thinking** – Is able to transform creative ideas/impulses into practical reality. Can look at existing situations and problems in novel ways and come up with creative solutions.