JOB DESCRIPTION

BBC

Appendix – Quant Research Manager (East Africa)

This job post is for Quant Research Manager to support offices in East Africa.
The generic requirements of the job are presented in the subsequent pages.

Division	World Service Group - Media Action
Reports to (title)	Senior Research Manager, Africa Research and Learning
Location base	London

Organisation structure	

The position will be line managed by the Senior Research Manager, Africa (based in the UK) and will work closely with research and management teams in countries they cover.

The position will work closely with other Research Managers and Senior Research Manager as part of the R&L team. Crucially, the role will work in close collaboration with country research teams (particularly in East Africa) and the programme teams in the East Africa region.

Location: The role will be based in one of BBC Media Action's offices in East Africa (Tanzania, Kenya, Ethiopia, Zambia) or London, UK. Applications are welcome from anyone with the existing right to work in any of these countries. The successful applicant will be employed and based in their home country, with salary set according to BBC Media Action's pay scales in that country.

It will involve multiple international trips focused on capacity development for individual teams that may last 1- 2 months in each country.

Additional job specific responsibilities and accountabilities

The post provides technical support advice on an exciting portfolio of work in the East Africa Region. The post will work closely with the global research team in London.

The post will strengthen the technical capacity of our country teams based in East Africa by:
- providing technical support to country research teams deliver research effectively in a minimum of 2- 3 countries;
- working on and delivering a capacity strengthening plan in the region in collaboration with the Senior Research Manager in London, Country Directors and research teams in each country;
- offering advice and training (where appropriate) to teams on specific areas, through country visits, online workshops, research reviews, concise written feedback and regular conversations;
- ensure quality of research, including working with the team to set up processes of data management, data analysis and field research management where necessary.
- work with countries to set up local partnerships/train freelancers to ensure research capacity on the ground.
- work closely with the wider teams in country to ensure that research is used to shape projects, the theories of change, comms frameworks and that teams are engaging with research and
- helping to build the evidence base of the sector and region – this could include working with academics on specific pieces of work.

Additional essential knowledge, skills, training and experience

The post will advise on best practice in quantitative and qualitative research methods, analysis and reporting; contribute to quality assurance processes; support relevant research partnerships; and input into business development.

- The postholder is expected to engage in, and stay abreast of, key methodological trends in the sector such remote data collection techniques, including designing mobile surveys, analysing social media metrics and other 'big data' and using online survey tools such as Qualtrics, as well as the use of experimental and quasi-experimental research and analysis of big data in the field of media and communication in development.
- Experience in, and enthusiasm for, capacity strengthening in research methods including complex quantitative and qualitative methods is essential for the role
- The ability to build effective working relationships and communicate technical issues to non-technical audiences.
- In depth knowledge of at least one country in East Africa, preferably with experience of working in the region

Job title	Quant. Research Manager		
Job family	Marketing and Audiences	Band	D

Job purpose

The Quant Research Manager plays a key role in ensuring that research conducted in BBC Media Acton 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 Quant 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 Quant Research Manager is responsible for managing the research programme in multiple countries. The Quant Research Manager works with their local counterparts to conduct research both to support media production teams' requirements and to evaluate the impact of projects.

The Quant Research Manager is responsible for ensuring the research is technically well designed, resourced, implemented, reported and disseminated to a range of internal and external audiences. This involves 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).

The position is based in London and may involve international travel.

Key responsibilities and accountabilities

- 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.

Knowledge, skills, training 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.
- 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 of 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.

Other information

JOB DESCRIPTION

BBC

For Reward team use only	
Job Code	
Definition:	Content / Content Support / Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.