

**BBC Media Action**

**Job Description**

**Title: Research Manager**

**Department:** BBC Media Action

**Reports To:** Country Director

**Based:**  Indonesia

**Duration:** 24 months

**Context**

[BBC Media Action](https://www.bbc.co.uk/mediaaction), the BBC’s international development organisation, uses the power of media and communication to support people to shape their own lives. Working with broadcasters, governments, other organisations and donors, BBC Media Action provides information and stimulates positive change in the areas of governance, health, and resilience and humanitarian response. This broad reach helps to inform, connect and empower people around the world.

BBC Media Action is independent from the BBC, but shares the BBC’s fundamental values and has partnerships with the BBC World Service and national broadcasters that reach millions of people in developing countries. In addition, BBC Media Action trains journalists and reach audiences with local broadcast partners. In line with the BBC value of audiences being at the heart of everything we do, research with audiences is embedded across our project life cycle.

BBC Media Action’s Research Group conducts research in order to understand our audiences and impact of our programmes. BBC Media Action has an integrated team of up to 100 specialist qualitative and quantitative researchers based both in the UK and our country offices. This team provides research and evaluation to support the development and impact assessment of media development projects 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 about what works in media development and communication for development.

**Job Purpose**

BBC Media Action is setting up a country office in Indonesia and the role will be to support the delivery of the organisation’s new project, which aims to increase public understanding about forests, green growth and sustainability issues in Indonesia through a TV drama and discussion programme. Reporting to the Country Director, the Research Manager will work alongside the Research Officer and various members of the wider project team to manage the research element of this project. This will include a qualitative panel study and a quantitative survey to help measure impact. He/she will need to work largely independently and will be responsible for implementing the research on the ground, and coordinating with relevant partners to help deliver formative, and monitoring and evaluation activities.

As the office will be newly established, the Research Manager will be responsible for finding research agencies and consultants where needed in order to co-ordinate and implement a plethora of research activities, which will inform, guide and evaluate project activities through key audience and media insights. He/she must be able to use these insights in order to inform production, and will be responsible for supporting the overall of uptake of research.

The Research Manager needs to have a strong background in qualitative and quantitative research skills and evaluating the effectiveness of projects to specific intended outcomes, experience of managing research projects to deliver high-quality research to specific timelines and budgets and experience of managing a research team.

**Main Duties**

* Work independently to implement the research design across the project including directing local research staff in conducting primary research, commissioning agencies where relevant and working with research consultants and experts
* Deliver high-quality research, with technical support and direction from the Research Team in London
* Work with the Project team to secure relationships with partners required to conduct research
* Coordinate and work with the Project team to design, analyse and report research so it informs the project and feeds into the production of media content.
* Design, and support others to design, robust research designs and qualitative and quantitative research instruments
* Undertake qualitative research data collection (e.g. focus group discussions and in depth interviews with audiences and key stakeholders)
* Undertake or oversee research agencies to undertake quantitative data collection (e.g. household surveys)
* Manage and support the Research Officer to conduct research
* Write research reports, presentations and other dissemination products in a range of formats to fulfil the requirements of different audiences, including media creative and production teams, donors and the communication for development/media development communities
* Present insights generating directly from research to project and production teams in an engaging manner.
* Ensure all research activities are conducted in accordance with BBC Media Action’s Assuring Integrity in Measurement (AIM) quality control and ethical standards and in line with GDPR legislation
* Travel throughout Indonesia and other areas in the region when necessary.

**Required knowledge, skills and experience:**

* Written and spoken fluency in both English and Bahasa Indonesia.
* Understanding of the Indonesian context and issues related to development
* Excellent organisational and administrative skills to plan and prioritise work, meet deadlines with minimal supervision and respond flexibly to rapidly changing priorities.
* Good IT skills, including MS Word, Excel, PowerPoint.

***Research skills***

* Experience in market or social research in a developmental or research organization.
* A minimum bachelor degree in social science or other relevant discipline.
* Strong qualitative and quantitative research experience
* Experience in monitoring and evaluating complex projects
* Experience in overseeing research projects
* Experience of working in the field in Indonesia

***Communication and management skills***

* Ability to communicate research clearly to different types of stakeholders (from journalists, production staff and development practitioners to donors and academics)
* Ability to establish good working relationships with colleagues and work as a member of a team, demonstrating good interpersonal skills
* Ability to build and maintain relationships with partner organisations
* Experience in managing a team and supervising the implementation of research activities of other researchers
* Experience in briefing, mentoring and training others to conduct research
* Good time management skills, with a track record of delivering research findings to deadline

**Desirable Knowledge, Skills and Experience**

* Understanding of development issues in Indonesia
* Understanding of the role of media and communication in development
* An understanding of governance and/or deforestation issues
* Experience working with vulnerable populations

**Relevant Competencies**

* **Analytical Thinking** - 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 Team Working** - Able to build and maintain effective working relationships with a range of people. Works co-operatively with others to be part of a team, rather than working separately or competitively.
* **Planning and Organisation** - 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.
* **Discipline and rigour** – The ability to follow procedures, guidance, toolkits and research processes in a disciplined and rigorous fashion.
* **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.
* **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.
* **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.

This job description is not intended to be an exhaustive list of responsibilities and duties.

To apply for this position please send a CV and covering letter explaining how your skills and experience are suited to the position to [Andrew.harrington@bbc.co.uk](mailto:Andrew.harrington@bbc.co.uk) by 17th February 2019