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| Research Manager—the Resilience Accelerator Programme |
| Nest Insight |
| **Grade:** 2 |

# Organisational overview

Nest is a great government delivery success story. Established in 2010, Nest has been a critical pillar of the government’s automatic enrolment pension programme, with a public service obligation to accept any employer wishing to use the scheme to discharge their automatic enrolment duties.

Now with over 8 million members, our award-winning pension fund is tailored to members’ requirements by combining extensive research and an expert understanding of their needs. First-class investment practice and governance are the backbone of our organisation. We invest responsibly and sustainably and are always transparent about the choices we make. It is both a privilege and a responsibility to help each of our members achieve the retirement they want.

It’s important that Nest has an equally diverse workforce and promotes an inclusive culture. This is in line with the organisation’s values and ensures that Nest is a corporation fit for the future.

# Departmental/Directorate overview

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| * Nest Insight is a public-benefit research and innovation centre set up by Nest Corporation in 2016 to find ways to support low and moderate income workers to be financially secure, both today and into retirement.
* We conduct rigorous, cutting-edge research, working collaboratively with industry and academic partners to understand the needs and behaviours of the new generation of savers created by the UK’s pensions auto enrolment system. We also consider how self-employed workers and others at risk of missing out on pension saving can be brought in. We use our data-driven insights into this wide range of financial challenges to identify and test practical, real-world solutions.
* Together our team of around 20 delivers an ambitious programme of research, publications and events, sharing best practice, both nationally and abroad. The team is passionate about the work we do and proud of what we are achieving. We are innovative thinkers, not afraid to challenge the status quo. We work flexibly, creatively and collaboratively. We are committed to supporting each other to learn and develop.
* Our findings are shared widely and freely to help inform industry and policymakers so that people around the world can benefit from our work. We amplify our learnings and spark debate through our publications and digital media and by convening events that bring together industry, academics and policymakers.
* The depth and breadth of our research garners attention. Our work is regularly covered by national media and financial trade outlets.
* Whilst Nest Insight is a business unit of Nest Corporation, we are responsible for raising our own operating budget through sponsorships, grants and in-kind support from organisations with similar research interests, goals and values.
* By working in partnership with industry, academics, innovators and policymakers, and sharing our research widely and freely, we’re generating insights that could improve the retirement outcomes of millions of savers worldwide. With lots of exciting projects ongoing and in the pipeline, and plans to expand our reach significantly, this is an exciting time to join Nest Insight.
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# The role

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| We are now looking to recruit a researcher role with a core focus on qualitative or mixed methods research, to work on design, fieldwork, analysis and reporting across several key research projects. All our work focusses on understanding the challenges low- to moderate-income households in the UK face, and exploring and evaluating potential policy and market solutions to those challenges. In this role, you will play an important part in delivering a new Nest Insight programme: the Financial Resilience Accelerator. The Research Manager will work closely with the Research Lead to undertake research, evaluation and trials/pilots that will help identify effective and scalable solutions to support greater financial resilience for low- and moderate-income workers in the UK, including debt-and-savings hybrid solutions.  |

# Scope and deliverables

## Accountability

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| Will be responsible for:* managing and conducting research
* contributing to research project deliverables
* managing own time effectively
* working within project budgets and delivering to contractual milestones
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## Deliverables

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| * Support the design of research approaches and develop research materials including discussion guides and stimulus, self-completion tasks and online research
* Manage research participants and partners, within Nest Insight’s participant coordination approach answering questions and supporting with participation, including in online research
* Conduct qualitative research fieldwork, in person and virtually, including depth interviews, groups and co-creation sessions
* Contribute to research analysis, collaboratively identifying themes and developing the narrative
* Contribute to the writing of research reports and other project outputs such as blog posts and press releases
* Contribute to literature and landscape reviews
* Work with the Head of Research and Research Lead to establish and maintain good relationships with project stakeholders.
* Assist with reporting project progress and outcomes to funders
* Contribute, as required, to other activities or studies and perform other general tasks as they arise, including general research administration and scheduling

This list of responsibilities may not be exhaustive, and the post holder will be required to undertake such tasks and responsibilities as may reasonably be expected within the scope and grading of the post. |

## Relationships and autonomy

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| Will report to the Resilience Accelerator Research Lead. Will work effectively and collaboratively within and beyond the Nest Insight team, including with project funders, collaborators and participants.  |

# Role requirements

## Experience and technical skills

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| *Essential:** Experience designing and running qualitative or mixed methods research projects, including using creative and collaborative approaches
* A good working understanding of data protection regulation and research ethics, including experience of working with marginalised and vulnerable participants
* Excellent qualitative research moderation and analysis skills, working online and face-to-face
* Able to identify implications of research findings and to interpret research data in the broader market and policy context
* Able to produce high-quality written communications including report-writing to a publication standard
* Excellent communication and interpersonal skills, including building strong working relationships with a wide range of stakeholders
* Good working knowledge of Microsoft applications including Excel, PowerPoint and Word.

*Desirable:** Relevant subject knowledge and research experience: personal and household finance, employment and livelihoods, financial services, public policy development
* Experience of translating research insight into market and policy innovation for example through co-creation approaches
* Experience presenting research learnings at conferences and events
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## Personal attributes

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| * A relevant Masters or PHD or professional research experience
* A flexible and proactive approach to work and a willingness to engage across the team to support the work programme as necessary.
* Exceptional organisational and time management skills.
* Outstanding professional attitude and mentality: able to demonstrate a high level of initiative and autonomy, takes personal responsibility for doing a good job
* Focused on continual improvement, takes pride in to delivering high quality results
* Strong attention to detail combined with big-picture thinking
* Excellent interpersonal skills and emotional intelligence; calm and comfortable working with a wide range of people
* Rigour in following established processes and compliance with regulation and policies
* Exceptional written and verbal communication skills
* The ability to exercise judgement, confidentiality and discretion
* A commitment to team working, diversity and inclusion
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## Differentiators

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| This is a rewarding and exciting role for someone seeking to develop a career in research in the area of financial-wellbeing innovation. Nest Insight’s work has the potential to make a difference to millions of low- and moderate-income households, and our activity has a high profile across the public policy community and the industry, in the UK and internationally. |

## Working pattern

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| This is an 18 month fixed term roleThis role can be offered on a secondment, job share, part-time or full-time basis dependent on experience. Please state your preference on the application. We are open to junior to senior level applicants in terms of knowledge and skillset. Everyone wants a good work life balance and you will be working with a truly flexible employer, fully embracing a working from home culture and flexible working hours, including structuring the role in a way that would be feasible alongside academic work and/or caring responsibilities.You will have your birthday and Christmas Eve as an additional bonus to the already fantastic holiday allowance and. of course, a generous pension contribution. Research travel to UK fieldwork locations may be required. |

## Grade Descriptor

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| Grade 4 |

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