

## Job Guidelines

<b>Job Title</b>	<b>Senior Research Executive</b>	<b>Reporting to</b>	<b>Research &amp; Insights Manager</b>
<b>Date Reviewed</b>	<b>May 2021</b>	<b>Reporting to you</b>	<b>Fieldwork Assistants (project-specific)</b>

### Job Role:

This role involves delivering a full range of primary and secondary research methods from online/phone surveys to depth interviews and from focus groups to desk research.

Delivery of research projects including:

- Research for members to better understand their customers, markets and stakeholders; providing insight ensuring decisions are made from a strong evidence base
- Research with the wider business community and general public to gather their views on a range of key commercial and economic issues
- Sector research helping shape Chamber policy

For background, the team already delivers the following types of work:

1. Bespoke member research focused on staff, products, services and customers
2. National government contracts mainly focused on oil and gas and international markets
3. Sector studies around the region
4. Economic studies focused around evaluating the contribution of events or businesses
5. One-off bespoke consultancy style commissions

The post-holder will be expected to gain experience and play a part in delivering all aspects of the research lifecycle. From identifying leads and writing proposals, to interpreting briefs to planning research projects. From the collection of primary and secondary data to managing fieldwork staff. And from results analysis to writing the story/report and driving action.

Although the role is Aberdeen based, it will provide significant opportunities to expand your knowledge, networks and horizons as the *Research Chamber* also encompasses Glasgow and Edinburgh Chambers of Commerce. Find out more here:

<https://www.agcc.co.uk/research-chamber/what-is-the-research-chamber>

The position offers the potential for career progression within the *Research Chamber* or across the wider Chamber of Commerce team/network.

Evening and weekend work may be required, so flexibility will be required to meet project demand.

These Job Guidelines are not designed to be definitive but a guide to your role within AGCC. They will be reviewed annually at appraisal and your role will reflect the demands of the business. You may take on responsibility for other aspects of the business activity outside your core remit in line with your responsibilities as a member of flexible project teams.

## Key Objectives:

1. Overall, to provide members and customers with first class research services that supports the growth and development of business
2. Manage selected research projects, ensuring these are successfully delivered through each of the five stages of the Research Chamber wheel; from brief through to action. This will include writing/supporting proposals, project costings, questionnaire design, analysis and delivering presentations.
3. Help to make the most of the Research Chamber resources. For example, identifying and working with our consultants' pool or supervising our interviewer team.
4. Contribute to the smooth running of Research Chamber processes. For example, maintaining project/budget/timeline/contact and other records.
5. Support the promotion of the Research Chamber services both internally and externally. For example, work with the Chamber communications team to keep stakeholders up to date with Research Chamber developments.
6. Support Research Chamber innovation. For example, support the development of new/enhanced products and services.

## Person specification

- In this role you will most probably be based in the AGCC office in Aberdeen but travel will be required to connect with Glasgow and Edinburgh Chambers and clients in the central belt.
- You will have some research experience; ideally gained in a commercial environment with capacity for further development and learning on the job. MRS membership/background an advantage.
- A strong communicator, with great attention to detail, you will also be able to demonstrate an inquisitive mind and excellent writing and numerical skills.
- Comfortable working at pace as part of a fast-moving organisation where change happens every day. You'll thrive on being involved in a number of projects at any one time, demonstrating your time management skills
- With a passion for the role of the Chamber of Commerce

## Why you'll want to work with our team:

- 30 days leave, inclusive of public holidays
- Cycle-to-work scheme
- Personal pension plan
- Enhanced pension salary exchange option
- Legal access scheme
- Life assurance cover
- Westfield Health medical insurance scheme
- ScotRail first class upgrade card
- Social activities – from a Christmas party to activity days

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## Mission statement and key aims:

All members of staff are employed by AGCC to deliver the aim and objectives of the Chamber, by living our values and contributing positively to our culture.

***“We're here for two simple reasons. To support businesses to be better today while helping create the economic conditions to enable the future success of our region.”***

- Retention and acquisition of members through the provision of **value-adding** services
- Creating **business opportunity** through networking and best practice exchange
- Further enhancing our **communications** channels and processes
- Providing the market **intelligence** that helps our members to make better business decisions
- Assisting businesses to understand, access and trade in **international** markets
- **Celebration** of this city region being a great place to live, work, study, visit, invest and do business
- While **lobbying and campaigning** for the positive change that will make it even better. “The voice of Business”
- Playing a leading part in the main **economic development** and diversification initiatives
- Taking the delivery role in **partnership** projects consistent with our strategic aims and offering new income stream opportunities
- Playing a key role at the heart of the **skills** agenda

## Our Way of Working:

- We are **proactive** in seeking the views of key stakeholders and acting as a strong collective voice for business
- We are **visible** and high profile in the business community
- We are regarded as thought leaders but with a reputation for **doing** rather than just talking
- We are fully engaged in **shaping and influencing** the key regional economic development and diversification agendas
- We seek to **stimulate business**, solve problems and open doors through collaboration with partners in mutually beneficial activities
- We aim to introduce **pace** by cutting through red tape and inertia
- We act as a **critical friend**
- We have our **members** at the heart of everything we do; creating a powerful and cohesive force, enabling us to achieve together what we could not individually

## Our Culture and Values:

- We aim to be an organisation that the **best people** aspire to work for, operating in an **inclusive, open** and transparent way with a culture of **continuous improvement**.
- We aim to provide the **working environment** and equipment that enables staff to enjoy and excel in their roles
- We are committed to the **personal development** of our people
- We operate a **‘one team’** ethos; working cross functionally to deliver our goals
- We are **focused** on the things that matter
- We operate as an **extension to our members’ teams**
- We promote **innovative** and **creative** behaviours while remaining fanatical about the **detail**
- We work **hard**, have **fun** and **celebrate success**
- We think and act like **winners**