



Job description

Job title: Manager, Research and Insights

Context: Established in 2016, Patternmakers is Australia's research agency dedicated to culture, creativity and community.

In high demand, the team is now currently looking for a talented leader to join us in a newly created role.

Purpose of the position: To facilitate and manage a range of projects (research and analysis) for Patternmakers' clients, including supervision of staff and contributing to a collaborative and thoughtful working environment.

Location: This role is a hybrid (online and in person) role, with approximately 70% working from home and 30% face to face, and will suit someone who thrives in dynamic, flexible environments.

The Manager, Research and Insights will attend face to face meetings, workshops and events at Patternmakers base at Hub Hyde Park, Darlinghurst NSW, along with client sites across Australia (majority of clients are based in Sydney or Melbourne).

Job type: Full time for a fixed term of 3 years

Salary: \$101,205 plus superannuation.

Supervisor: Managing Director

Main responsibilities:

- Design methodologies and plan client projects, including budgets
- Manage projects from start to finish, involving the Managing Director as needed at key milestones and decision points
- Supervise the research team (currently 2 x Research Analysts) to deliver outputs in a timely, smooth and supported manner
- Design surveys, conduct interviews and facilitate focus groups
- Identify insights and create concise research summaries from detailed data

- Deliver engaging presentations and executive briefings
- Facilitate client meetings and workshops, as needed
- Assist with business development activities, including managing leads, consultations and proposals and developing new products and services
- Maintain technical skills and support the Managing Director and Operations Manager to navigate key business risks and regulatory requirements
- Monitor trends and ensure Patternmakers offers innovative, market-leading ideas and services

Key results:

- Contributing to **financial sustainability** of the business by managing staff and suppliers to complete tasks according to agreed time and budgets
- Achieving outstanding **client satisfaction** by doing quality work, delivering great outcomes and maintaining strong relationships
- Growing **human capital** by nurturing and coaching junior staff, contributing to a great team culture and prioritising professional development
- **Minimising risk** by adopting high ethical standards, strengthening systems for data protection/privacy and following the Research Society Code of Professional Behaviour
- **Increasing revenue** by identifying prospects, managing leads and writing proposals for new projects
- Contributing to **business growth** by identifying opportunities for innovation and assisting with development of new service offerings

Skills & experience:

- 5 Years + prior experience in research and analysis
- Degree in a relevant field such as marketing, management, policy, social sciences or similar
- Experience with both qualitative and quantitative research projects – and ability to share knowledge with clients and staff
- Prior experience and relationships with cultural organisations, creative workers, community organisations and government agencies
- Ability to skilfully build and manage client relationships

- Experience managing high performing teams remotely and supporting junior staff in their development
- Ability to synthesise complex information, identify actionable insights and extract meaning from data
- Alignment with Patternmakers work practices and values of integrity, support, creativity and purpose.
- Maintenance of The Research Society membership and relevant professional development.

Further info:

Patterns of working vary around client and sector needs, with 3-day team retreats/intensives held quarterly.

The successful candidate will be willing to travel approx 2-3 times per month, including for overnight interstate stays, and will be experienced in working from different locations and managing remote teams.

Travel expenses will be covered by the business/reimbursed, but your location and potential travel costs will be taken into account in the selection process.

Allowances will be provided for technology expenses and working from home - and you will be responsible for designing and maintaining a home office/workspace that you love, along with your own smart phone, laptop computer and high speed internet. We provide the online software applications you require for your role.

This role will have a high level of interaction with clients, partners, staff and suppliers during business hours, including school holidays. The general expectation of working hours is 9-5 Monday to Friday but we are open to a 9-day fortnight and/or making time during the week for study or other commitments.

We welcome applicants from diverse backgrounds and are committed to meeting access needs.

This is a full-time role with the usual entitlements and leave allowances. In addition, Patternmakers is closed between Christmas and New Year and offers any working days as leave in addition to your usual leave allowances.