

# Research Consultant, Social Impact



As a research consultant at Ellis Jones, you'll work with a multidisciplinary team of inspired and inspiring colleagues to move people, and change the world for good.

- Work with leading organisations on high profile initiatives
- Exercise your research and strategy expertise
- Achieve measurable social impact

## Overview

Ellis Jones creates social impact through award-winning research, strategy, communications and design. A multidisciplinary team, we match behaviour change communications and creative design expertise with research, strategy and impact evaluation capability.

The Social Impact practice helps businesses, governments and not-for-profits better understand their users, customers and stakeholders, creating a clear, strategic pathway to achieve sustainable financial, social and environmental impact. We apply our research expertise, strategic frameworks, design thinking and measurement tools to help organisations deliver on their purpose, move people and change the world for good

This full-time role based in our Melbourne office is responsible for designing and implementing social and market research, providing strategy and strategic advice. The purpose of the role is to conduct market research, uncover insights and generate actionable recommendations that support client decision-making. This is a role in which you learn directly from colleagues with deep experience and expertise and work closely with visual designers, communication strategists and digital marketers in other teams.

You will play a key role in designing, developing and implementing **research**:

- Desktop market research and benchmarking studies
- Community and stakeholder engagement/consultation
- Quantitative social and customer research
- Qualitative research (concept testing, focus groups)
- Design research (as inputs to a co/service/UX design process)
- Program, initiative and campaign evaluation
- Impact evaluation

You will contribute to **strategy and initiative design projects**, using your research to distill and apply insights. Projects include:

- Strategic planning
- Shared value and social impact strategy
- Place identity and place making strategy
- Purpose development and activation
- ESG/Social and environmental impact framing
- Theory of change



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You will undertake all aspects of the research process, supported by leaders in your team and external contractors (where required): contextual analysis/sensing, research method, systems/tools, questionnaire/sets, recruitment, management, analysis and reporting.

You will also have responsibility for developing client proposals and contributing your knowledge and ideas to the company blog. Your role includes developing client reports and presentations, being a key client liaison point, managing and delivering projects through the research lifecycle and finding the story in the numbers to generate actionable insights.

You grasp complex contexts and connect different data points to communicate clearly and effectively. Presenting information for maximum cognition, you have strong attention to detail and a passion for communicating ideas and insights visually, and with narrative. Administration is a talent; you plan effectively across multiple projects, concurrently. You are unflappable in the face of pressure; you thrive when the chips are down.

A natural collaborator, you adapt your approach to managing for each client and you support those around you, pitching in when they need a hand. Your clients are impressed by your thinking and presentation skills; you put their interests at the heart of your work, easily establishing longstanding relationships based on trust and excellence in delivery.

You see the connection between your research and the work of the company's service and experience designers. You seek ways to create social, environmental and economic value.

You'll be supported by a leadership team and colleagues, as well as a collaborator network that comprises experts with deep experience. We love what we do. The sectors we work in are growing, have complex issues to solve and have a positive impact on society.

## Your responsibilities

- Work with Social Impact team colleagues to design and develop research
- Manage the delivery of research and engagement projects across a range of sectors, including quantitative and qualitative research, as well as stakeholder and community engagement.
- Maintain knowledge of, and networks in, research and evaluation best practice
- Contribute professional expertise and services internally and on client projects including by:
  - Developing models, conceptual/analytical frameworks, methods and tools needed for project design, data collection, analysis, evaluation, synthesis and reporting.
  - Improving internal practices
- Client management - maintain positive relationships with clients, proactively identifying opportunities and managing issues.
- Project management - Manage projects through the research lifecycle including timeline, budget management and quality control
- Supplier relationship management - maintain positive relationships with suppliers, oversee the work of junior contractors
- Contribute to Ellis Jones outreach activities including by generating content and monitoring industry developments.
- Draft proposal responses in your areas of expertise and sector knowledge.
- Prepare research reports and presentations, and presenting outcomes



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## Your experience, qualifications & skills

- A strong social purpose evident in your work and life
- Experience designing and delivering community consultation and research projects
- Proven experience designing and delivering qualitative and quantitative research and delivering insights relative to your work
- Curiosity and sharp problem solving and decision-making skills
- Numerical and analytical thinking with an eye for detail
- Outstanding writing, editing, and proofing skills applied in reports, copy, and proposals
- Experience in working with clients to achieve goals and in a manner that inspires confidence
- Time and project management skills - managing projects within budget and on time
- Confidence presenting to and engaging with clients in a manner that inspires trust and support
- Social impact, sustainability and CSR knowledge, skills, and experience (desirable)
- Strong computer software skills in MS Word, MS Excel, and MS PowerPoint
- An ability to build and leverage your networks to win new business for the agency.
- At least 5 years' professional experience in market and social research, 2-3 years in a consulting role.
- Tertiary qualifications in marketing, market research, design, statistics or psychology highly regarded
- IAP2 qualifications and membership of research member organisations will be highly regarded

## Rewards and benefits

Salary commensurate with experience.

Additional benefits include:

- Flexible working arrangements to support employees to balance their personal and work life
- Access to an Employee Assistance Program
- Mobile phone allowance
- Learning and development opportunities
- Opportunity to work with a team of experts with diverse experience, applying unique insights and approaches, united by purpose
- A working environment that is friendly, supportive and collaborative

## To apply

If this sounds like you, please send your CV and a cover letter addressing your suitability to the role to [info@ellisjones.com.au](mailto:info@ellisjones.com.au). Applications without cover letters will not be considered.

*Ellis Jones is committed to building a diverse workforce. We strongly encourage applications from Aboriginal and Torres Strait Islander people, people with disability, people from diverse cultural and linguistic backgrounds, people of all ages and LGBTIQ people.*

