

JOB DESCRIPTION: Research Manager

Department: Foolproof Research Team

Reporting to: Account Director, London

Salary: Competitive (salary depends on experience)

Benefits: Annual bonus scheme, 25 days holiday, matched contributory pension scheme, death in service cover & private medical cover

1 About Foolproof

Foolproof is an established provider of user experience consultancy services to many of the UK's best known companies in financial services, retail and travel - including BT, Royal Bank of Scotland Group, Barclays, Norwich Union, NTL, P&O Ferries, Centre Parks and Alliance & Leicester – and many more.

Established in 2002 with offices and state-of-the-art research facilities in both London and Norwich, we have grown rapidly over the last four years: our annual turnover of more than £2.5 million makes us the 4th largest user experience consultancy in the UK.

Foolproof is an exciting, challenging and highly rewarding place to be, with a young and enthusiastic team of like-minded people who are dedicated to what they do, within a fun and friendly atmosphere.

As part of Foolproof's continued success and growth, we have an exciting opportunity for a **Senior User Research Consultant** to join us in Norwich.

2 The position

Working alongside an Account Director you will ensure research excellence across a portfolio of big name clients, guiding and working with a dedicated team of consultants.

You will play a key role in designing and applying research methods, tutoring and supporting other members of your team to ensure the highest possible quality, within a fast-moving, but supportive environment.

You will have the passion and ability to turn research insights into workable recommendations that ensure our clients' websites are as easy as possible to use and make the most of sales opportunities.

The position will be based in our offices in near Liverpool Street Station in London, though there will be regular visits to our offices in Norwich and to visit clients around the UK. There may be occasional travel overseas.

3 Main responsibilities

- Ensuring research excellence for projects across a portfolio of clients
- Guiding, tutoring and supporting a team of e-marketing consultants in research techniques and practice
- Management and delivery of research projects from initiation to completion
- Qualitative research, including usability testing, depth interviews, focus groups and eye-tracking studies
- Occasional quantitative research, including online panel and survey studies
- Analysis of research findings to produce meaningful recommendations that achieve our clients' project and commercial objectives
- Writing persuasive and authoritative reports & presentations
- Preparing, attending, and presenting findings and recommendations to client teams
- Production of research video clips to support & illustrate research findings.

4 Required experience and skills

- At least 3 years commercial experience within a user experience or market research environment
- Educated to degree level, or above, in psychology, marketing/market research, cognitive science, human-computer interaction, or related subject
- Experience in project-based environments as a member of a team as well as a manager responsible for project budgets and reporting
- Excellent client/account relationship skills
- Proven client management experience including the ability to influence and persuade
- Excellent report writing and presentation ability including a high-level of competency in MS Word, Excel and PowerPoint
- Proficiency in IT, including Microsoft Office and relevant research software.

5 Desirable experience and skills

- An understanding of user experience research and methodology – User Centred Design
- Either agency and client-side experience – but an understanding of agency working is essential

6 For more information

Please contact Sarah Matthews (Head of Research) on 0207 539 3840 or Sarah.matthews@foolproof.co.uk. For more information on what we do go to www.foolproof.co.uk.