

## **Research Manager**

**Please note that you must submit a covering letter, no longer than two pages, demonstrating how you meet the requirements of this role together with your CV or your application will not be considered.**

The Research Manager heads up the LSB's research function and is vital to achieving the LSB's goal of being an evidenced-based regulator. This role demands both technical expertise and the ability to communicate findings and policy implications effectively to the widest possible audience.

The LSB has built an excellent reputation for the quality and impact of its research, which underpins all of our work and is used by a very wide range of organisations. This is a rare opportunity to lead our research function, ensuring that we access and fully exploit data and evidence to meet the key challenges facing the legal services market and further our statutory objectives in the Legal Services Act 2007.

The Research Manager will have responsibility for the full spectrum of our research and market intelligence activities, working closely with colleagues and stakeholders. Key initial priorities will be to see our major individual legal needs survey through to publication and maximise its external impact, and to lead on the delivery of our flagship triennial market evaluation exercise.

The Research Manager reports to the Head of Policy Development and Research.

### **About the LSB**

The LSB is an oversight regulator. Our jurisdiction covers England and Wales and we are independent from both the legal profession and government.

We monitor the performance of the ten approved legal regulators to ensure that they meet expected standards, and we ask them to take steps to change when they don't meet these standards. However, we leave frontline regulation to the regulators themselves and we're legally prohibited from intervening in individual complaints about a lawyer or regulator.

We set the expected performance standards for regulators and assess applications for changes to a regulator's rules to ensure that any new rules align with the regulatory objectives, such as protecting consumers. We ensure that our work is well informed by doing regular research to find out what legal consumers need and how the market is responding.

We are coming to the end of the first year of our corporate strategy for 2018-21, which is underpinned by three strategic objectives:

- Promoting the public interest through ensuring independent, effective and proportionate regulation
- Making it easier for all consumers to access the services they need and get redress
- Increasing innovation, growth and the diversity of services and providers.

### **Core responsibilities**

Your core responsibilities will be to lead our research function, to ensure that evidence is at the heart of all we do and that the evidence base is effectively communicated internally and externally. Key elements of the role are:

- To scope, manage and deliver substantial pieces of research work, which might either be commissioned externally or carried out in house. This will include:
  - Identifying, developing and maintaining constructive partnerships, including developing joint research proposals where necessary, engaging with counterparts at stakeholder organisations and keeping abreast of the latest research techniques and results
  - Managing projects teams and budgets and monitoring the progress of work to ensure projects are delivered to time and budget
- To champion the findings and insights from research and analysis, and to push for them to be taken into account in policy making. This will include:
  - Working with colleagues to identify and interpret market intelligence and research carried out by ourselves and others, providing practical, accessible analysis and advice to colleagues to underpin sound policy development
  - Maximising the impact of our research by writing engaging materials for different audiences, creating visual tools such as infographics and by working closely with the board and senior colleagues to support effective external communications
  - Being a reliable and effective ambassador for the LSB by representing the organisation on external platforms and engaging with our range of stakeholders, which includes regulators, government departments, representative bodies, academia and business
  - Maintaining and further developing the LSB's new data hub – an online interactive repository of key facts and figures on the legal services market
- To work with colleagues across the organisation to support its horizon scanning function and develop responses to the challenges this identifies, which are supported by economic theory, behavioural insights and empirical evidence
- To line manage the team's Research Associate

## **Background**

It is likely that your main background will be in research, but knowledge/experience of economics, regulation and law or the wider legal services market would be an advantage, as would experience in communicating research findings to non-specialist audiences.

## **Experience and qualities**

The person that we are looking for will have the following:

- A degree is essential and a higher research-based degree or postgraduate qualification in economics, statistics, qualitative or quantitative research/research methods, or closely related subject would be advantageous.
- Substantial experience of developing, commissioning, managing and delivering research projects, using specialist research methods including both quantitative and qualitative approaches, quality assuring research and ensuring ethical practices
- Demonstrable track record of applying research to strategy and policy
- Excellent written and oral communication skills
- Strong commitment to equalities and diversity as both a colleague and a regulator
- Strong team player who works collaboratively with internal and external stakeholders
- Experience of leadership of teams – either line management or project teams

*Desirable but not essential:*

- Knowledge and skills in applied economics and/or behavioural economics
- Experience of budget management and project costing

### **Benefits**

35 hours per week with a competitive salary, a defined contribution pension scheme with an employer's contribution of 10% of salary, benefits allowance and an annual leave entitlement of 25 days in addition to statutory bank holidays.

Job Types: Full-time, Permanent

Salary: c£60k