



EDI Global

A Mathematica Company

Survey Operations Manager - International Development Research

High Wycombe, Buckinghamshire (30 minute commute from London)

EDI Global (UK) Limited (trading as EDI Global) is a research and data collection company working in international development and has offices based in the UK and East Africa. EDI Global is an independent operating subsidiary of [Mathematica](#). EDI Global works with high profile development clients such as the World Bank, UNICEF, IFAD, National Governments, Millennium Challenge Corporation, Academic Institutions and others in co-developing and implementing large scale socio-economic surveys and impact evaluations. In Tanzania our recent projects have included an Impact Evaluation of a Cash Plus Model on a Bundled Youth Livelihoods Intervention for UNICEF and a survey of students, teachers and head teachers in 400 primary schools for the Research on Improving Systems of Education (RISE) programme with Georgetown University. In Uganda recent projects have included providing data collection services for the Small and Medium Agribusiness Development Fund for IFAD and an agricultural impact evaluation for the International Finance Corporation (IFC).

We have also developed a leading data-collection software product, Surveybe, for conducting large scale surveys, and we support clients all over the world with the preparation and implementation of surveys on CAPI technology using this software.

EDI Global now seeks a **Survey Operations Manager** to join our small and dedicated [UK team of research officers and software developers](#) and work with our East Africa teams of over 40 research, field and support staff. As Survey Operations Manager, you will lead our research team (currently seven Research Officers) in the running of large-scale surveys and impact evaluations (on health, agriculture, education, infrastructure) and you will be involved in all stages of the project cycle.

Your roles and responsibilities will include to:

- Lead, manage and mentor our team of Research Officers, including:
 - Allocating staffing resources to projects and supporting Research Officers in managing workloads;
 - Supporting the Head of Research for completing performance appraisals of research team members;
 - Supporting the Head of Research for the recruitment of any new research team members, including the development of job descriptions, person specifications, interviewing and selecting candidates; and,
 - Undertaking all day to day administration of the team (leave management, timesheets, travel approval etc).
- Provide project management oversight and support to all data collection projects, including:
 - Working closely with the research team and the EDI Global senior management team to ensure that projects are conducted in adherence with EDI Global quality standards and that all activities and deliverables meet and exceed our clients expectations;
 - Playing a key role in managing clients, including providing guidance on key decisions and advising on practical (logistical and budgetary) implications;
 - Monitoring and supervising research team members who lead survey implementation;
 - Providing regular feedback on their performance and overall progress of projects;
 - Reviewing survey and field tools, as well as deliverables (such as datasets and Project Completion Report);

- Providing quality assurance and quality control on all deliverables; and,
- Promoting inter-project best practices, both in the UK and East African offices.
- Play a broader role in the development of research team and company-wide systems, procedures and plans, including:
 - Taking on functional responsibilities as assigned such as, overseeing the archive accounts, updating project manuals, preparing meeting minutes, etc;
 - Participating in organisational planning to ensure effective use of company resources.
- Play an active role in business generation, including:
 - Supporting the business development team, by providing inputs into company profiles, expressions of interest, proposals, project tables and other standard content;
 - Reviewing request for proposals and providing concise feedback on client needs and advice on best approach to implementation;
 - Preparing technical sections for inclusion in technical proposals including (but not limited to) sections on field logistics, work plans and comments on ToR;
 - Meeting with prospective clients in person or remotely to brief them on EDI Global and its capability and discuss potential projects.

This exciting role will provide the opportunity for significant international travel to East Africa and other developing countries. This role is ideal for candidates with strong quantitative skills, a passion for international development and an interest in producing high quality data to inform policy.

The applicant must possess:

Essential:

- A Master's degree in Economics, Statistics, Public Policy, Survey Research or similar, with a minimum of six years of relevant experience;
- Experience in project management and ability to manage and provide quality assurance to several simultaneous projects;
- Experience in managing teams to ensure successful completion of survey projects;
- Experience of managing and mentoring colleagues from different backgrounds and cultures, and working with teams from a distance;
- Strong experience in managing quantitative and qualitative surveys;
- Strong experience in implementing quality assurance methods;
- Experience with CAPI software (Surveybe, Survey Solutions, ODK, SurveyCTO, etc);
- An excellent command of Stata and writing do-files for dealing with large datasets;
- Demonstrated experience of an organised and flexible approach to managing and prioritising multiple concurrent projects and activities in a fast paced environment with tight deadlines;
- Excellent interpersonal and consultative skills, including the ability to communicate, present, negotiate and influence a variety of audiences;
- A strong attention to detail;
- Excellent command of spoken and written English;
- Must have the right to work in the UK.

Desirable:

- French, Spanish, or other language fluency;
- Working experience in a developing country.

Working arrangements: The position is full time and will be based at our UK office. Our offices in High Wycombe are very close to both the town centre and the train station and an easy commute from London Marylebone station. EDI Global supports flexible working with staff able to work from home on selected days and commute outside of peak travel times.

International travel will be required. At our Tanzania office, staff are accommodated in our company guesthouse overlooking the town of Bukoba on the shores of Lake Victoria.

Contract type: Permanent. All contracts of employment are subject to a four-month probation period.

Starting date: Flexible between April and June 2020 (to be discussed with the selected candidate).

Salary: Starting salary £40,000 per annum. The starting salary will be dependent on qualifications and experience, and subject to review.

Applications: To apply please send an up-to-date curriculum vitae, with a detailed list of experiences in surveys and data collection and a detailed statement explaining why you are interested in this post and how your skills and experience make you suitable. **Please indicate in your detailed statement when you are available to start work.**

Please send applications to **som-applications@edi-global.com** no later than **March 18th, 2020, 6 pm UK time.**

For further information on EDI Global, see <http://edi-global.com/>