



Departmental/Directorate overview

- Nest Insight is a public-benefit research and innovation centre set up by Nest Corporation in 2016 to find ways to support low- and moderate-income workers to be financially secure, both today and into retirement.
- We conduct rigorous, cutting-edge research, working collaboratively with industry and academic partners to understand the needs and behaviours of the new generation of savers created by the UK's pensions auto enrolment system. We also consider how self-employed workers and others at risk of missing out on pension saving can be brought in. We use our data-driven insights into this wide range of financial challenges to identify and test practical, real-world solutions.
- Together our team of around 25 delivers an ambitious programme of research, publications and events, sharing best practice, both nationally and abroad. The team is passionate about the work we do and proud of what we are achieving. We are innovative thinkers, not afraid to challenge the status quo. We work flexibly, creatively and collaboratively. We are committed to supporting each other to learn and develop.
- Our findings are shared widely and freely to help inform industry and policymakers so that people around the world can benefit from our work. We amplify our learnings and spark debate through our publications and digital media and by convening events that bring together industry, academics and policymakers.
- The depth and breadth of our research garners attention. Our work is regularly covered by national media and financial trade outlets.
- Whilst Nest Insight is a business unit of Nest Corporation, we are responsible for raising our own operating budget through sponsorships, grants and in-kind support from organisations with similar research interests, goals and values.
- By working in partnership with industry, academics, innovators and policymakers, and sharing our research widely and freely, we're generating insights that could improve the retirement outcomes of millions of savers worldwide. With lots of exciting projects ongoing and in the pipeline, and plans to expand our reach significantly, this is an exciting time to join Nest Insight.

The role

Nest Insight Research Leads both lead the research components of and project manage one or more Nest Insight projects, working to an overall project lead who has ultimate responsibility for the project and its impact.

The Research Lead will need to drive the project forward, managing the different moving parts and resources and ensuring milestones are met. They will lead the research design and delivery bringing in other research

expertise and resource as needed and will ensure that research components of the project join up and work together with communications and engagement strands of the work. They will be focussed on the smooth-running of projects and their high-quality delivery, maximising impact from the work.

This role will report to and work closely with the Associate Director of Research and Innovation.

It will involve managing, supporting and working closely with other members of the Nest Insight team.

The Research Lead will need to build strong relationships with and manage senior stakeholders across relevant departments of Nest and with external partners, including research collaborators, delivery partners, our funders, and the advisory groups we consult with as part of the programme.

Scope and deliverables

Accountability

Will be responsible for:

- Driving delivery of one or more Nest Insight research and innovation projects, working with a significant degree of autonomy to manage a range of activities involving multiple partners and collaborators, working closely to and supporting the project lead.
- Managing project resources effectively and efficiently, ensuring projects are delivered on time and in budget, flagging risks and dependencies and working with the project director to resolve issues as early as possible.
- Ensuring that contractual commitments to our funders are met, and working alongside Nest Insight development team colleagues to ensure that they approve any changes to project scope as well as ongoing approval of deliverables and partner attribution.
- Working through all necessary governance and commercial processes to bring project suppliers and collaborators on board, coordinating partnerships, and maintaining effective working relationships with these delivery partners, supported by our operations team.
- Designing the research and trial approach, overseeing execution and coordinating and conducting analysis and evaluation.
- Consulting with and convening senior stakeholders from across the industry and policy landscape to develop insights and work towards impact.
- Working across different project workstreams to synthesise and develop key findings emerging from a range of different research and trial activities.
- Writing up findings in impactful research reports and other deliverables across a range of media and for different audiences.
- Representing Nest Insight by presenting results to stakeholder audiences.
- Working closely with communications and engagement colleagues to ensure that key Nest Insight stakeholders and audiences are engaged throughout the project to drive impact from the work.
- Managing project researcher time and providing line management to one or more Nest Insight Researchers as relevant.
- Contribute research skills to other Nest Insight projects as relevant.
- Play an active role in the broader Nest Insight team, contribute to proposal writing, capability building and team development.

This list of responsibilities may not be exhaustive, and the post holder will be required to undertake such tasks and responsibilities as may reasonably be expected within the scope and grading of the post.

Deliverables

- Projects delivered on time and in budget, hitting or exceeding all delivery milestones and success metrics.
- Project management tools and documentation such as project plans, budget tracker, risk log, maintained with issues managed or escalated.
- Research approaches designed and implemented to a high standard and appropriate level of rigour to meet project objectives and address research questions.
- Research components of projects delivered to a high standard generating meaningful insights and impact to drive market and policy action. Co-ordination of research set up, appointment of partners, research design, fieldwork, analysis and writing up with this role either delivering the research themselves or working with and managing other team members to deliver.
- Project insights and implications effectively communicated through a range of channels including compelling written materials and presentations.
- Effectively line manages more junior team members as required.
- Contributes actively as a member of the research team supporting the development of approaches and processes, and as a member of Nest Insight more broadly.
- Strong relationships with stakeholders developed and maintained.
- High standards in compliance and research delivery met or exceeded, including in research ethics and data protection. Up-to-date with relevant research and data requirements and innovation in approaches.

Relationships and autonomy

Will report to one of Nest Insight's Associate Directors of Research and Innovation.

Will usually line manage one or more Researchers.

Works closely and collaboratively across the Nest Insight team including with:

- Other research and innovation team members, both within own project team(s) and supporting others.
- Engagement and communications managers embedded within own project team to impactfully join up research and engagement strands of the project.
- Our communications team members, to amplify and communicate results, insights and implications.
- Our operations and delivery team members to ensure the smooth running and good governance of projects.
- Our Head of Fundraising and Partnerships on funder reporting and collaboration.

Will build and maintain strong relationships with our project funder and research and trial partners and colleagues across Nest, particularly in procurement, data protection and information security.

Role requirements

Experience and technical skills

Essential experience and skills:

- › Successfully designing and managing multiple mixed-method research projects, including those with complex research questions, harder-to-reach audiences and employing innovative and collaborative approaches.
- › Conducting research across a range of approaches, or to managing others doing so outside of own core research skillset – literature and landscape reviews, qualitative research, quantitative research, experimental research, field trials, data analysis, innovation processes etc.
- › A good working understanding of data protection regulation and research ethics, including experience of working with marginalised and vulnerable participants.
- › Synthesising and interpreting a complex range of data and insights emerging from a range of research contexts.
- › Identifying implications of research findings and interpreting research data in the broader market and policy context.
- › Producing high-quality written communications including report-writing to a publication standard.
- › Presenting research learnings at launches, conferences and events
- › Successfully managing complex projects involving a range of interrelated activities.
- › Experience of line management or willingness to develop this.
- › Excellent communication and interpersonal skills, including building strong working relationships with a wide range of stakeholders
- › Prioritising effectively and then delivering, course correcting and adjusting to changing contexts and communicating and escalating actively and appropriately.
- › Proficient user of relevant Microsoft and other applications, and able to learn new platforms and IT systems quickly.

Desirable:

- › Relevant subject knowledge and research experience: personal and household finance, employment and livelihoods, financial services, public policy development.
- › Familiarity working with academic research teams.
- › Experience of product and service innovation, particularly in financial services and/or employee benefits.
- › Experience of translating research insight into market and policy innovation for example through co-creation approaches.

Personal attributes

- › A relevant Masters or PHD and/or relevant professional research experience.
- › A flexible and proactive approach to work and a willingness to work collaboratively across the team to support the work programme as necessary.
- › Outstanding professional attitude and mentality: able to demonstrate a high level of initiative and autonomy, takes personal responsibility for doing a good job.
- › Focused on continual improvement, takes pride in to delivering high quality results.
- › Strong attention to detail combined with big-picture thinking.
- › Excellent interpersonal skills and emotional intelligence; calm and comfortable working with a wide range of people.
- › Rigour in following established processes and compliance with regulation and policies.
- › The ability to exercise judgement, confidentiality and discretion.
- › A commitment to team working, diversity and inclusion and to supporting our team culture and values.
- › Exceptional written and verbal communication skills.
- › Exceptional organisational and time management skills.
- › A strong commitment to the issues Nest Insight works to solve ,

Working pattern

Flexible working patterns, including hybrid working, compressed hours, part time hours and job shares, are actively supported in our team and many of us work flexibly.

Working in office (Canary Wharf) or a combination of hybrid working from home and office as preferred. The Nest Insight team are in the office at least one day a week together, currently Tuesdays. Attendance at meetings and events on other days and in other locations will be required as relevant to the role and project.

Grade Descriptor

Grade 2T