




CMI

**Head of
Research**

Welcome

Thank you for your interest in joining the CMI. We're offering a fantastic opportunity to play a key role within the Policy and External Affairs Directorate within a growing organisation that is truly making a difference to people's futures.

CMI is seeking a Head of Research who has the passion for data and insight and product and market research rigour to help us as we seek to influence and impact the skills, policy and thought leadership that can decisively improve the quality of management across the UK and beyond.

Our mission is turning "accidental managers into confident, conscious and inclusive leaders" and the research team that you will be leading is crucial to achieving that.

Working closely with our Policy and External Affairs and Product and Marketing Directorates you'll establish priorities consistent with our directorate's work supporting CMI product and market research. This includes our offer to business-to-business partners in the public sector, HE, FE and independent training providers, and our over 220,000 learners and members and their employers. You'll also inform our policy and thought leadership work.

We are seeking candidates who can think strategically about the types of data and evidence that help us as we identify opportunities to shift the skills of our learners, the needs of our partners, public discussion, policy development and work-place practice. Your understanding of CMI's strategy will enable you to design robust and innovative research and data to ensure that everything CMI does is grounded in high quality evidence.

The successful candidate will be a strong communicator of evidence and data in a range of settings, internally and externally. You will embody CMI values as a manager, supporting your team in their influence, impact and development.

If you believe you have the skills, experience and qualities we need, we very much look forward to hearing from you.

Ann Francke
Chief Executive



About us

Established in 1947 as the British Institute of Management, CMI was founded in the wake of the Second World War to help rebuild British industry.

In 2002, Her Majesty's Privy Council granted our Royal Charter, designating CMI as the standard-bearer for the profession of management, meaning we are the only organisation able to award Chartered status. For 75 years, we have inspired modern managers to become successful, confident leaders.

Our goal remains the same today as it was at our founding: to raise the quality and standard of management in the workplace. Having developed the very first diploma in management studies, we have remained at the forefront of management training and thinking ever since.

To deliver our mission, we work with businesses and education providers, inspiring people to unleash their potential and become skilled, confident and successful managers and leaders.

Right now, we have 220,000 members and more than 147,000 people currently training to be better leaders across our partner network, both in the UK and internationally.

Coming to work at CMI not only means joining a rapidly expanding and ambitious team, but it also means collaborating and sharing a passion for our mission. We are an organisation that knows the importance of fresh ideas and new perspectives, we foster proactivity, and our work adds real value.



Our Vision, Mission & Values

At the heart of everything we do is our mission, vision and values.

Our **vision** is to create better led and managed organisations.

Our **mission** is to increase the number and standard of professionally qualified managers and leaders.

What unites everybody at CMI is a shared commitment to the **values** of the organisation. CMI's values underpin everything we do, so even if you've never worked with us before, you'll know what to expect.

We are committed to being:



Progressive

The individual works with our team/colleagues to share ideas and move things forward. They are a leader, not a follower. They share information with other departments and are confident and able to embrace change whilst displaying a positive attitude. Always happy to challenge an idea or status quo.



Professional

Works with integrity and truly understands the team and their respective tasks, challenges and goals. They treat everybody equally and apply a 'no blame' culture - where everybody is empowered to take responsibility for lessons learned. Builds trust through honest conversations, and always holds themselves to the highest standards. Applies accountability and ethical behaviour, and always adheres to the Professional Standards and practice.



Passionate

A passionate person delivers creative solutions with enthusiasm and positive energy, and they would encourage constructive feedback at all levels. They are inspirational, creative and talk positively to others about their experience of CMI. Their energy, enthusiasm and belief in making a positive difference to the skills of managers and leaders means they always give their best to deliver value to our stakeholders.



Practical

They are proactive and recognise opportunities to continuously improve and work smarter. Great at spotting people's strengths and being able to develop them, they encourage new ideas and adapt to change, easily recognising how it affects their department. The knowledge and expertise makes them smart and quick to respond in a way that is grounded in the real world - enabling CMI to simplify complex issues to promote understanding and best practice.

These eight directorates work collaboratively, leveraging their unique expertise and perspectives to ensure our organisation remains at the forefront of the management profession. By nurturing cross-functional relationships, we can collectively inspire an environment of innovation, learning and continuous growth.



Our achievements for 2023/24

Overall Sales*

£35.1m

*unaudited



+10% Year on Year

Income

£31.3m

12% Increase

Website Visits

1.37m

With 77.6% of users being new visitors



1,432



Number of times CMI quoted in the media

2,916



Downloads of the Better Managed Britain Report

12,635



End Point Assessments were signed off this year up 20%

*A social followers record of...



Facebook
24k



X
44k



Instagram
10k



LinkedIn
139k



Tik Tok
1.5k

*Total numbers for each account for all CMI channels.

222,963



Overall CMI community up from 203,761 the previous year



88,834

New learner registrations on management and leadership programmes (12% Increase on the previous year)

20,043

Chartered Managers up from 16,953 (18% Increase on the previous year)

Workplace Awards

THE SUNDAY TIMES
Best Places to Work 2024

INVESTORS IN PEOPLE™
We invest in people Platinum

IIP Platinum award renewed in August 2022

Job description

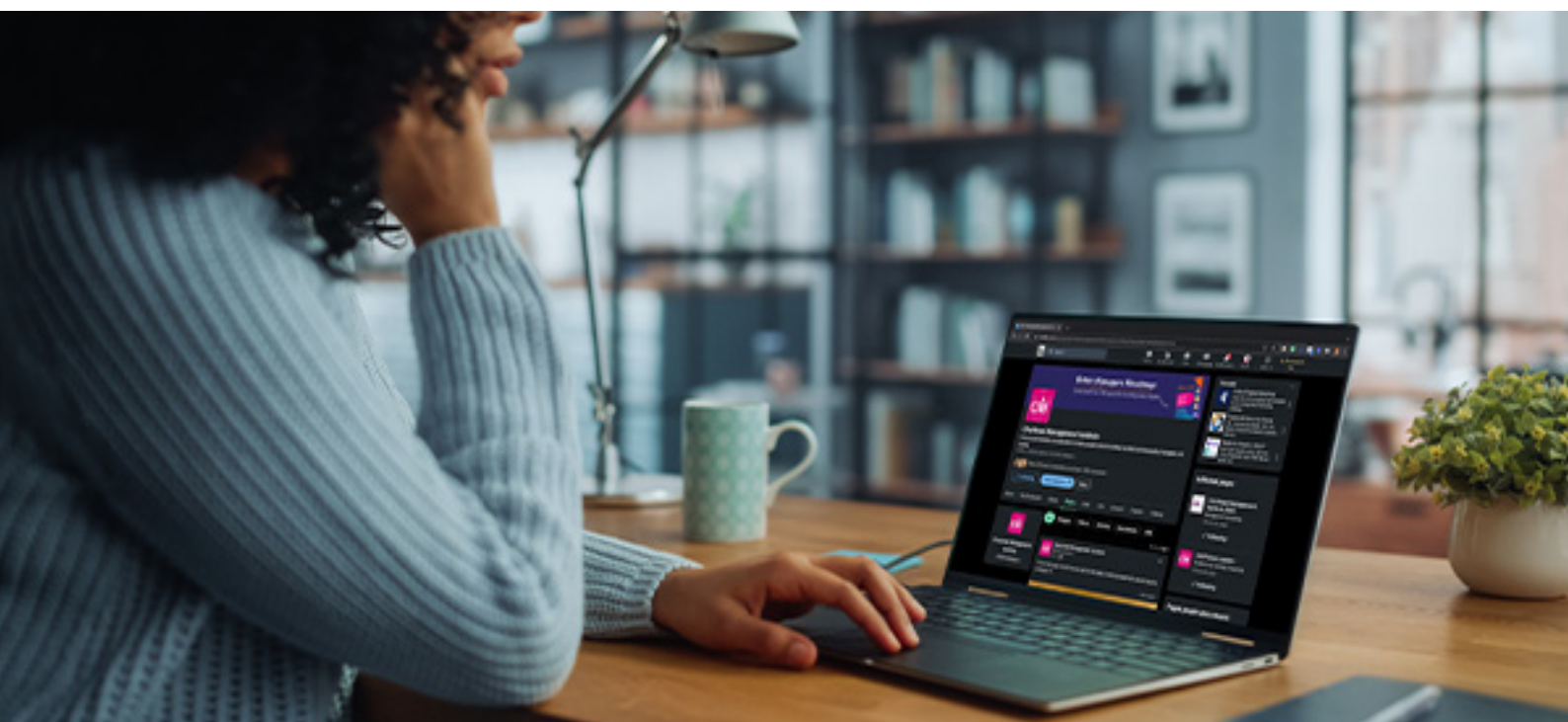
Job title:	Head of Research
Reports to:	Director of Policy and External Affairs
Direct reports:	Senior Product and Marketing Researcher Senior Researcher Research Co-ordinator
Key relationships:	Director of Policy and External Affairs Head of Policy Head of PR and Public Affairs Chief Product and Marketing Officer Head of Product & Innovation Head of Marketing Executive Leadership Team

Role purpose:

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Main responsibilities:

- Provide technical and strategic leadership for analysis and research and set the agenda for this across CMI through implementing a clear roadmap for research, data and analysis as it relates to the organisational and Directorate strategies and KPIs.
- Lead research identifying and quantifying the value that CMI offers its partners, its learners and its members.
- Research into customer satisfaction, product testing, and market research.
- Anticipate and respond to the organisation's tactical and strategic research needs producing timely research to engage critical stakeholders.
- Manage CMI's original data assets such as our regular managers' voice survey.
- Keep up to date with key developments in research and analysis - including innovations in research, data analysis and evaluation, and visualisation methods and tools.
- Ensure the dissemination of high-quality research outputs, including playing a quality assurance role for all team research outputs.
- Oversee CMI's research projects undertaken with external consultancies and in partnership.
- Work with the Director of Policy and External Affairs, to ensure CMI policy outputs are evidence based, rigorous and distinctive.
- Work with the Head of PR and Public Affairs to develop robust and accessible media content to support our campaigns and messaging including for dissemination through our social media channels and in support of our public affairs strategy.
- Take part in external-facing directorate activities including acting as a spokesperson, representing CMI at conferences and events thereby building your own profile and that of the team.
- Oversee research work in support of our high profile Everyone Economy and CMI Women Committees.
- Develop and manage capability and knowledge within the team, using mentoring and coaching approaches where relevant.

The CMI approach is to work collaboratively and flexibly and you may be required to take on additional responsibilities as and when required to support the business.

It is your responsibility to ensure that your own professional development and knowledge of CMI products and services are fully up-to-date at all times and you should optimise all CMI resources available to you as well as make your line manager aware of any training required to enable this.

We encourage senior colleagues to become Chartered Managers themselves as part of their work with the organisation.

Commitment to Diversity & Inclusion

CMI is an equal opportunities employer. You should be committed to ensuring that within the framework of the law, that our workplaces are free from unlawful or unfair discrimination as defined by the Equality Act 2010.



Person specification

In your written response please provide evidence against part one of the specification below. Parts two and three will be explored at interview stage with selected candidates.

Part one

Knowledge and experience

- Proven track record in delivering complex and high-profile programmes of research, particularly data, economics and statistics related research.
- Advanced data analytics expertise, or experience of managing an analytics team.
- Experience of delivering a range of research outputs – for example research reports, articles, blogs and also digital data outputs.
- Sound knowledge of application of research ethics and data management.

Part two

Skills and abilities

- Strong personal values for committed and collaborative leadership.
- Excellent quantitative and qualitative research skills, and ability to critically appraise data.
- Exceptional storytelling skills to ensure that research and analysis outputs are clear, concise and linked to the strategic requirements.
- Strong communication and interpersonal skills, with the ability to engage a range of audiences.
- Able to translate vision into delivery and to solve problems with a broad range of individuals, influencing and directing change in a positive working environment with a sense of collective accountability.

Part three

Styles and behaviours

- Lives CMI's values: is professional, passionate, progressive and practical.
- Strong collaborator with a team-oriented, 'low ego' and flexible approach.
- Influential and credible – capable of conveying the value of research, data and analytics
- Management approach that values clarity, collaboration, team development and support.
- Highly self-motivated with excellent organisational and planning skills.
- Agile and flexible approach; ability to make strategic shifts if required due to changes in the external environment.
- A visible leader with confidence, emotional maturity and cultural intelligence.
- Excellent judgement.



Terms of appointment

Remuneration

The salary for this role is circa £75,000 per annum on a full-time permanent basis.

Location

This role is based in London. The CMI supports and is open to requests for flexible working.

Hours

35 hour working week.

Pension

Salary Sacrifice Stakeholder Pension scheme.

Annual leave

- 21 days paid annual leave (pro rata) increasing up to a maximum of 30 days with service, excluding bank holidays
- 4.5 days for CMI holidays over the Christmas period

Additional benefits

The CMI is committed to being an employer of choice. Your remuneration package is not just about salary, your benefits make up a part of it as well. As well as a competitive salary a corporate bonus scheme, when it comes to company benefits, we are very generous.

L&G Care Concierge	Free Car Park
Free life assurance 4 x salary	Retail/Leisure Vouchers
Free permanent health insurance (eligible after you have completed two years service)	MyGym Discounts
Free accident insurance	Gems at Work Freebies
Sickness Benefits scheme	Free Fruit
Enhanced maternity and paternity package	Bring your Dog to Work
Reimbursement of professional membership fees (our own Institute plus one other)	Rainbow Rewards
25% friends and family discount on membership	Instant Rewards
Refer a Friend	Company Shop Membership
Health/Hospital Cash plan	Costco (pre-approved organisation)
Dental and optical	Qwell online mental wellbeing community
Physiotherapy, osteopathy, chiropractic, acupuncture and chiropody/podiatry	Wellbeing days
Consultations and diagnostic tests	Vitality Private Medical Insurance
Hospital: inpatient and day case surgery and treatment	Free electric car charging points in Corby
Bupa Health assessments	Salary Sacrifice Cycle to Work Scheme *
Prescriptions	Salary Sacrifice Buying Holiday *
Helplines on stress, medical information, legal and GP advice line	AXA Private medical insurance *
Counselling services	Interest free season ticket loan *
Training and Development	Travel Insurance *
Employee Assistance Programme	Home Working Allowance *
	Company car/allowance £450 per month *
	Long service awards *

** Certain conditions apply on benefits. Details are available from the HR department. Some benefits are non-contractual and the CMI reserves the right to review benefits and withdraw benefits as appropriate.*

How to apply

To make a formal application, please go to <https://starfishsearch.com/jobs/cmi-hor/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria set out in part one of the Person Specification.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date **Monday 12th August 2024**

Recruitment timetable

Closing date	Monday 12th August 2024
Preliminary interviews	Late August / early September 2024
Final Panel interviews	Mid-September 2024 (TBC)

