



Policy and Research Team Manager

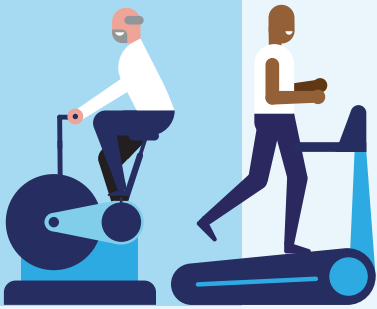
Sept 2026



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Your Application

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process, to assist you in completing and tailoring your application. In order to apply, you should submit:

An up-to-date CV which shows your full career history – we recommend that this is no longer

than three pages;

- A supporting statement explaining why you are interested in this role, demonstrating how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than two pages;
- The declaration form, noting that completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Please indicate on the declaration form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is complete. Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs/

If you do not see an onscreen confirmation message after submitting your application using the online form, please call us on **020 3434 0990**.

If you are interested in a further conversation about this role please email recruitment@campbelltickell.com



Welcome to Campbell Tickell

Dear Applicant,

Thank you for your interest in the role of Policy and Research Team Manager.

It's an exciting time to join Campbell Tickell: we are a high profile and well regarded leadership and management consultancy operating in a number of sectors, including social housing, care and support, charities, government and sports. We are a major player in the fields in which we operate, undertaking a lot of cutting-edge work developing best practice in helping organisations perform better, and helping individuals and communities take more control over their lives.

We have a strong ethical focus, and our values are important to us. The clients we work with include housing associations, councils, supported housing and care providers, sports and leisure organisations, charities, government departments and agencies, trade and public bodies.

We operate throughout the UK and Ireland, and sometimes beyond.

You will support our Senior Consultants, Directors and Partners to deliver high quality projects for our clients, and you'll manage our team of researchers. You and the team will be delivering desk top research, best practice reviews and literature searches, data collection and analysis, gathering stakeholder feedback, and working with service users and tenants to gather their views. All of this will require sound research principles and data analysis capability.

You will also be responsible for developing briefings and other guidance notes on areas of interest to our clients and teams, including proposed legislation.

You will engage directly with all members of our Senior Team, as well as with our Marketing & Communications Team, Bids & Tenders Team, Governance, Growth and other Consultancy Teams, and our Recruitment & HR Team.

To succeed in the role, you will need to enjoy working at pace and on multiple projects at the same time with different members of the Senior Team, each of whom has their own style and area of expertise. You will have strong communication skills, excellent data analysis capability, and experience of using AI tools. You may have led a team before.

We welcome new ideas and new thinking. We will want you to use your initiative. We are looking for someone who can make this job their own.

You'll have the freedom to further shape our approach, developing our systems and our approach to policy and research and consultancy project delivery.

In return, we offer varied and rewarding work in a collaborative and friendly environment where your success will be celebrated. Although we are growing, we are still small enough for you to see the difference your contribution makes to our business. At the same time, our growth as a consultancy will give you the space to develop your own skills and capabilities.

Please do read on to find out more about who we are as an organisation, and how you can be a part of our future.

Yours sincerely,

Greg Campbell
Partner





Who Are We?

Campbell Tickell is a leadership and management, and recruitment consultancy, based in London, and operating throughout the UK and Ireland.

We are a well-established practice, now in our twenty-sixth year. Over that time, we have worked with more than 1200 organisations. The principal clients we work with are housing associations, councils, supported housing and social care providers, local authorities, charities, membership organisations, sports organisations, central government agencies and departments, public bodies, and commercial businesses, funds and institutions.

Our services span: strategy and governance; business and financial planning; regulation and troubleshooting; business transformation; property asset management and development;

mergers and growth; community development and regeneration; customer services; communications and public relations; organisational development, human resources; executive and non-executive recruitment; and interim management.

Alongside our central team of 60 employees, we have a national network of around 120 specialist associate consultants, who work with us on a freelance basis.

We have a fantastic first-time success rate in leadership recruitment; a high-quality consultancy offer; repeat and new clients; a strong market share with resources for expansion; and an unrivalled reputation for service quality and value.

We are a well known 'brand' in the housing, social care, local government and charity sectors in particular. We have been recognised for the past four

years running as a 'Top Consultancy', with awards from Consultancy UK of Diamond (the top level) for housing; Platinum for local government and for non-profits consulting; Gold for management, corporate governance and the public sector; plus Silver for sports consulting. We have moreover been ranked as a Gold service provider by the Institute of Interim Management.

This adds up to a brand that speaks of reliability, quality, honesty, imagination and verve.

We are not simply in this business to make money. Yes, we are a commercial operation, but we care about the quality and standards we deliver; we are an ethical organisation who wants to make a difference and aims to add value. This is recognised in our 'B Corp' status, which we were successful in achieving in 2023.



OUR CORE VALUES

Courageous

- Doing what's best, not what's easiest
- Embracing challenges
- Growing and developing, and supporting our clients in the same

Truthful

- Telling it like it is – with tact
- Challenging mediocrity
- Seeking and offering constructive feedback from clients and colleagues

Trusted

- Delivering work to a consistently high standard
- Taking responsibility for our work and for CT
- Taking ownership and putting things right

Creative

- Looking for new and improved ways of doing things
- Bringing energy to our work
- Proactively solving problems

Collaborative

- Supporting our clients and each other
- Communicating effectively with active listening
- Sharing information and learning

Role Profile

Policy and Research Team Manager

Reports to: Senior Consultant/
Director

1. Purpose of the role

To provide research, data analysis and insights, and consultancy support services, in particular to the Senior Consultants, Directors and Partners. To take the lead in data analysis and to manage the day-to-day work of the policy and research officers and support their development and training.

To work closely with senior colleagues to develop the role and scope of the team as a consultancy resource within Campbell Tickell, and the career pathway of each policy and research officer.

2. Key tasks

- 2.1 To manage and supervise the day-to-day work of the policy and research team to ensure a high quality consultancy support, data analysis and research service is provided to clients and to the CT Senior Team.
- 2.2 To induct new team members, regularly supervise and appraise the work of individual team members and take remedial action where necessary, including providing additional training, guidance, closer supervision of tasks and feedback with a view to improving performance.

- 2.3 To develop the skills, competencies and expertise of team and individuals within it.
- 2.4 To manage the allocation of work so that demands on the team's time can be realistically met.
- 2.5 To contribute to the design of research and consultancy projects in collaboration with the project leaders, particularly focussing on the research methodologies, data analysis and project support elements of the work.
- 2.6 To support our consultancy activity and business development by leading the team to meet colleagues data analysis, data modelling and insight generation needs.
- 2.7 To support our consultancy activity and business development by working with colleagues to develop the use of AI in our client-facing and research activity
- 2.8 To keep well informed of developments in the housing, supported housing, social care, charity and not-for-profit sectors, and apply this knowledge to project work, e.g. producing briefing notes to communicate policy changes and/or good practice across the sectors in which CT works, conduct literature reviews and best practice searches.

- 2.9 To develop and maintain knowledge of relevant sources of data, and an understanding of how to appropriately analyse and present these.
- 2.10 To collect, collate, analyse and present research data and consultancy insight using a variety of means and sources, including:
 - (a) Internet-based research;
 - (b) Surveys;
 - (c) Secondary research;
 - (d) Interviews, workshops and focus groups;
 - (e) Databases, relevant data sets and client data on a variety of performance areas;
 - (f) Population level data and housing data.
- 2.11 To develop research methodologies and methods of data presentation that are visually interesting and informative.
- 2.12 To act as a point of liaison with relevant project teams and with clients as required, and maintain excellent external relationships.
- 2.13 To contribute actively as part of consultancy project teams to the development and maintenance of project plans and schedules.

- 2.14 To develop and maintain accurate records relevant to research and consultancy projects.
- 2.15 To work in line with a brief and with regard to the amount of time planned for a particular activity.
- 2.16 To contribute to a variety of consultancy assignments and support business development activity, including by:
 - (a) undertaking project management roles within projects;
 - (b) reviewing or drafting documents;
 - (c) conducting interviews, focus groups or workshops; drafting reports and presentations; and
 - (d) presenting information to clients.
- 2.17 To contribute to the development and maintenance of a range of databases and other information relevant to the company's operations.
- 2.18 To contribute to drafting proposals and tenders for new projects, and to attend interviews when required.
- 2.19 To ensure that administrative and project support tasks are completed as required, either directly or by delegating within the policy and research team.
- 2.20 To participate in and deliver aspects of consultancy projects .
- 2.21 To carry out evening and weekend work as required (note that this is on an exception basis, and time off in lieu will be given).
- 2.22 To carry out any other appropriate tasks as required by the Partners and other members of the Senior Team.
- 2.23 To undertake all work in accordance with the company's Equality and Diversity Policy, Health and Safety Policy and Procedures, GDPR and data protection policies, and other relevant policies and procedures.



Person Specification

Attribute	Essential Criteria
Knowledge & Experience	- At least two years' experience of working in a similar research and/or project support role. - Good first degree (or equivalent) in housing/ social policy or a related discipline. - Experience of quantitative and qualitative research methods. - Significant experience and skills in using Excel for data analysis, data modelling and insight generation. - Experience in analysing and summarising documents. - Experience in handling numerical/financial data sets and using Excel to a high level. - Experience in data analysis, data modelling and working with a variety of data sets and data analysis tools to deliver insights. - Experience of research-related activity, e.g. interviewing, survey methods, questionnaire design, internet research, data analysis. - Experience of the social housing or charity sector through voluntary or paid work. - Experience of supervision of other staff/ team leadership to support business goals. - Solid planning and organising skills. - Ability to work with people from a range of backgrounds. - Adept in MS Office applications, in particular Power BI, Word, Excel and PowerPoint. - Understanding and capability in using AI tools. - Excellent verbal and written communication skills, with close attention to detail. - Ability to communicate professionally with a diverse range of contacts. - Ability to prioritise and work effectively to deadlines while maintaining quality control. - Ability to work unsupervised and to ask for help and guidance when needed. - Ability to learn quickly and assimilate large amounts of new information, critically evaluating key messages. - Experience of using MS Teams, Zoom or other videoconferencing platforms. - Management experience: previous experience of managing staff, and developing teams and individual members.

Attribute

Additional Criteria

Knowledge & Experience

- Flexible, positive attitude and willingness to adapt to changing demands.
- Thorough and methodical approach to research work with a close eye for detail.
- Committed team player.
- Ability to work collaboratively with colleagues and associates.
- Commitment to operate within the company's policy frameworks, in particular in relation to equality, diversity and inclusion, and health and safety.
- Understanding of and commitment to the requirements for strict confidentiality.
- Willingness to undertake administrative tasks as required.
- Confident in taking the initiative.
- Ability to give clear instructions and guidance to team members.
- Experience of and ability to carry out remote working/working from home.
- Ability to work in the office and attend team meetings and other company meetings in person and in line with company policy, including weekly team meetings.
- Willingness to develop experience and try new things.
- Enjoys 'managing up', i.e. anticipating what may assist the work of senior colleagues and being proactive in making suggestions.
- Commitment to the values of the social housing and charitable sectors.



Key terms and conditions

The role

Policy and Research Manager

Work location

Campbell Tickell operates a hybrid or blended approach to working, so you will need to be able to comfortably work from home as well as attend the main company office in central London for normally two days a week (more during your probationary period).

We can provide the equipment needed to enable you to work from home and access our systems.

Travel will also be required to any other offices of the company or clients' offices, meeting locations, conference venues etc. and other locations.

Reasonable travel and associated costs will be met for travel between offices and other necessary locations.

We will not reimburse travel from home to our main office.

Salary

£43k-£47k + bonus to 10% and benefits package

Following successful completion of your probation, you will be eligible for a bonus of up to 10% of basic salary per year.

This is subject to (a) company financial performance, and (b) your individual performance, and bonus is not guaranteed.

Note that it is not consolidated into your basic pay. Salaries are reviewed annually with effect from 1st April. No increase is guaranteed.

Hours of work

The basic working week is 35 hours.

Where additional work is required above the basic working hours in any month, overtime may be payable at an agreed rate, or time off in lieu may be taken on dates agreed with the Partners and your line manager.

Pension and other benefits

The company offers a salary exchange pension scheme, with an employer contribution that matches employee contributions up to 5%.

The company offers health insurance for employees that have successfully completed their probation.

This is available for employees and their dependents, and the company meets the cost of the premiums, though it is classed as a taxable benefit.

The company offers a death in service insurance, set at the equivalent of two years' salary.

Annual Leave

The basic annual leave entitlement is 25 working days (in addition to public holidays) for full-time working.

This increases by one day per year, on the anniversary of your first day of employment, up to a maximum of 30 working days.

Probationary period

The probationary period is four months, with probationary interviews at two and four months.

In the event of the postholder's performance being judged as satisfactory, their employment could be confirmed at an earlier point.

In the event of performance not achieving a satisfactory standard, the probationary period may be extended to five months or the position may be terminated.

No smoking

A no-smoking policy will operate in the office.

Notice period

During the probationary period, the notice period on either side is two weeks.

After successful completion of the probationary period, there will be two months' notice on either side.

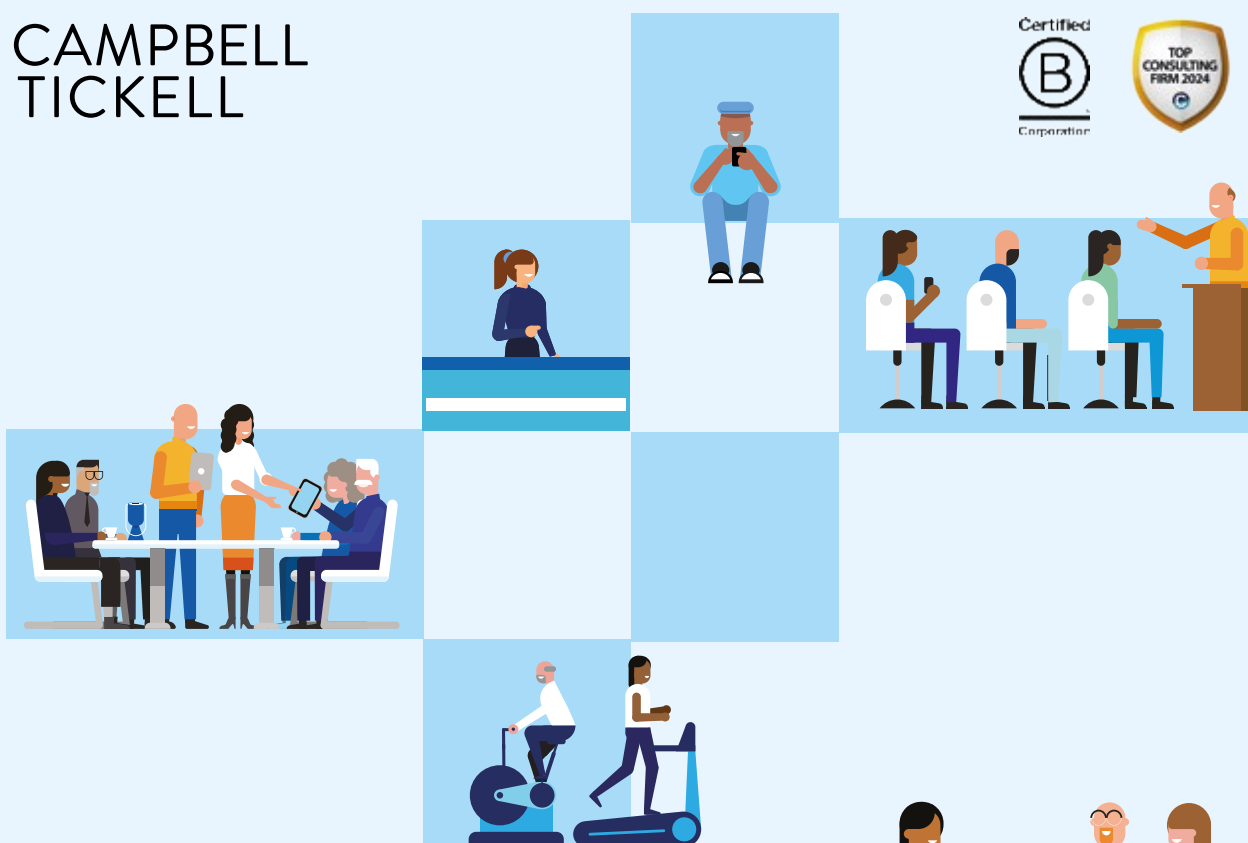
Please note that an offer of employment will be subject to satisfactory references.

Recruitment Timetable

Closing date: Wednesday 21st
October 2026 at 9am

Interviews: Wednesday 4th
November 2026

CAMPBELL TICKELL



POLICY AND RESEARCH TEAM MANAGER

£43k-£47k + bonus to 10% and benefits package
Central London/hybrid working

We are seeking a well organised researcher with excellent written and strong data skills to lead our small but growing research and policy team.

You will work with directors and senior consultants on a range of projects. These could include mini-research projects, developing best practice reports, analysing online surveys or reviewing population and performance data for trends.

If you're working in data and performance, research and/or policy, and looking to step up to a management role, we want to hear from you. You'll be a quick learner and tech-savvy, with a helpful manner and ability to produce quality work to deadlines.

You'll have relevant experience in a professional or academic context. Demonstrable interest in social policy, government and the third sector is preferable.

We offer a supportive and collaborative working environment, the chance to work on a wide variety of projects, and a strong commitment to diversity and inclusion.

We'll give you the platform to make an impact and ensure your work is valued.

For further information, see www.campbelltickell.com/jobs.

Closing date: Wednesday 21st October 2026 at 9am

Reimagining | Resilience | Recovery

www.campbelltickell.com/jobs/

CAMPBELL TICKELL

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