



International Research Team Lead

WHO WE ARE AND WHAT WE DO

Ecctis delivers a wide range of services, products, and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities and colleges, awarding bodies and government ministries.

The work is varied and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

ABOUT INTERNATIONAL RESEARCH

The International Research team provides the central source of research, data and insight underpinning Ecctis services and products for individuals, members and project clients with three key objectives:

- To ensure a high quality member experience by providing timely, accurate and responsive research, insight and analysis to our databases, training and events, publications, and Ecctis Advanced Solutions
- To facilitate fair recognition of individual qualifications, thereby supporting international mobility, through the provision of prompt and reliable support on complex enquiries and the smooth management of research cases, helping to ensure that our company SLAs are met
- To support the quality enhancement of international education through the provision of focussed and meaningful research, analysis, evaluation and recommendations to external consultancy clients.

ABOUT THE ROLE

To support continued growth in the team, we are now looking to expand line management capacity. The role will work collaboratively with other managers within the team to oversee IR work and team members with an emphasis on:

- Maintaining quality and timelines in our research, particularly research for individual and member services and products
- Efficiency and effectiveness of the service – in particular helping to identify and promote linkages in the diverse areas of work undertaken by the team, and in revisiting processes as needed to ensure they remain fit-for-purpose and of optimum efficiency
- Supporting team spirit and development, helping to foster and maintain an engaging and collaborative environment to the benefit of the company, team and individual.
- Supporting the employee lifecycle from the perspective of a line manager, including recruitment and induction, performance management, absence management, and training and development.

The successful candidate will be expected to:

- Contribute to the induction and training of new staff and to the identification of internal training and development needs within and across teams relevant to International Research
- Directly line manage International Education Analysts
- Effectively plan and allocate work, monitoring team and individual progress against objectives and deadlines



- Develop and maintain a clear understanding of our member and internal user needs through regular engagement with Commercial and ISG and review of all service stats and feedback provided, helping to ensure our expertise and research outputs remain responsive to primary and emerging needs
- Quality review work, providing timely, constructive and proportionate feedback to support quality delivery and individual progression and development
- Oversee progress in selected areas of work, dealing with day-to-day questions or broader issues of workload management/training/timelines, working independently or with peers as needed, escalating as appropriate to the Head of Group.

Office location: Cheltenham, Gloucestershire

Salary: £27,500 - £30,000 DOE

Benefits: 25 days annual leave plus bank holidays

Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes non-contributory with employer contributions of 10% leading to 20% based on years' service)

Life assurance of 3 x basic salary for members of the pension scheme

Bupa Private Health Care Scheme with employee contribution

Employee Assistance Programme

Employee Ownership Trust:

- As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.
- The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
- Eligible employees: Employees have to be employed for 6 months before being an eligible beneficiary of the Trust.

To apply: Email a copy of your CV with a covering letter explaining your suitability for this role to: recruitment@ecctis.com