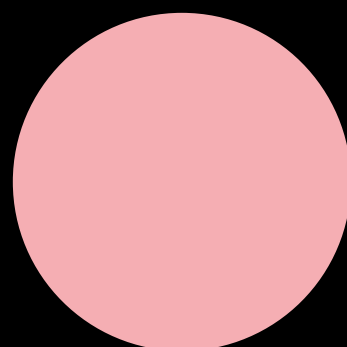
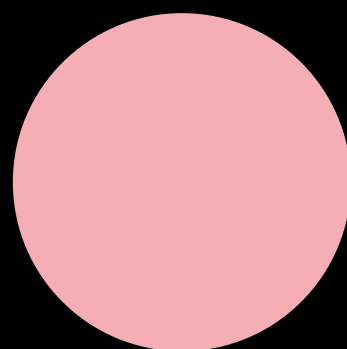


**Savanta**

**Role Specification:  
Director |  
Research, Insight  
& Consulting (RIC)**



Classified: Private

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**Location:** London (Hybrid, 2-3 days onsite per week)

**Business Area:** Wealth

**Reports to:** Senior Director+

## About the Role:

*Director | Wealth | London*

This position sits within the Wealth team, focusing on delivering high quality insights and supporting senior members of the team.

This team conducts research with wealthy audiences for clients in luxury (across industries including automotive, fashion, travel) and financial services, helping them to understand this hard-to reach audiences and deliver insights to shape their strategic decisions.

This position will be responsible for revenue growth, managing and developing client accounts, ensuring high quality delivery of projects, as well as taking on management of mid-junior level team members.

As Director, there is a high level of commercial responsibility. You will be expected to account manage a large proportion of the team's client base, ensuring we maintain revenues and optimise growth in areas. You will also be a key partner for our Key Account and New Business teams, working with them to win work and grow our Wealth offer.

There is also a high level of responsibility for delivering high-quality custom research through first-class project-management, delegation, and progression of day-to-day activity while ensuring clients are kept informed and that any project issues are swiftly resolved.

You will be part of a team that strives to make efficiencies, whilst improving the quality of deliverables and looks to increase profitability on an ongoing basis.

### **Client Account Management & Delivering Projects:**

- In-depth experience of Wealth audiences and how to run Wealth programmes successfully.
- In-depth knowledge of research methods, the process and application of all techniques to be able to lead client accounts.
- Work with and deliver to senior stakeholder audiences, and showing skills needed to be able to run meetings and presentations with C-Suite.
- Lead and deliver high quality research programmes to clients ensuring client satisfaction and work delivered to required project margins.
- Act as the point of sign-off when it comes to presentations, including clear summaries, recommendations and commercial application of our work, always being an example of best practice.
- Take an active role in turning around failing client accounts/relationships, deliver corrective action and ensure continued client satisfaction and advocacy (as measured by Client NPS).
- Put tech-enabled solutions at the heart of delivery operations to deliver outstanding client service and optimised ways of working, ensuring teams use all tools available on projects to ensure effective and efficient team utilisation.

### **New Business & Commercial:**

- Play a strong contributing role alongside the team Head and the senior Wealth team to develop a clear team growth strategy and vision & purpose for the Global Wealth team as a whole.
- Accurately cost projects, finalising project costings for large projects and has sign off responsibility for programmes of a certain value and is responsible for project profitability

- Able to identify opportunities and revenue streams among client accounts, by leveraging technology and products to ensure sustainable long-term partnerships
- Support the management of pipeline and can provide accurate and reliable forecasts to the Head of the team so that they can report upwards
- Be responsible for proposals for large programmes, working with commercial where relevant on new business and key accounts
- Run high level pitches to senior audiences & be an active part in any pitch team to C-suite executives.
- Work closely with an internal Marketing team to help create a clear outreach strategy to drive growth through leads and improved pipeline.
- Own a target for account management (outside key accounts) with sole responsibility for maintaining and growing those accounts to meet target.

#### **People & Team:**

- Play a strong supporting role alongside the team lead in developing a high performing Wealth team, fostering a culture of continuous innovation, client obsession and service excellence.
- Develop and train mid-level staff and is an example of best practice for proposal and pitching processes, as well as delivery.
- Create progression plans for mid-level staff with appropriate responsibility and empowerment including client management responsibility for their accounts and required margin levels on their projects.
- Identify & deal effectively with underperformance among mid-level staff, implementing and running Performance Improvement Plans in a timely manner.
- Forges strong relationships with peers in the team to ensure best practice and shared learnings and optimising our proposition for winning new business and delivering inspiring outputs (i.e. pitches and proposals).
- Support delivery of our recruitment strategy.
- Ability to support and implement best practice within the team in terms of processes, usage.
- Play a key supporting role alongside the team lead to drive adoption of tech platforms/solutions and nurture a team skilled in product, data and tech-driven selling.

#### **Personal Development / Profile at Savanta:**

- Raise the profile of the organisation through external speaking and/ or networking opportunities and regular content/thought leadership via our marketing channels.
- Identify opportunities to improve internal processes / ways of working and create a plan for implementation of continuous best practice both within team and beyond.
- Contribute positively beyond core responsibilities through initiatives like Career Management.
- Embody company values and meet performance expectations.
- Actively own personal development goals and work closely with managers to achieve them.

#### **About You:**

Directors have a bigger vision of the team and business, beyond self. Always looking at ways to enhance and improve, you will lead with the solution not the problem. Respected by the breadth of senior leadership, you will demonstrate a willingness to roll up your sleeves and do whatever is required.

As a senior team member, you are responsible for delivering all aspects of the core role and associated targets, acting as a trusted advisor to colleagues and clients alike, being part of a high performing culture.

Taking ownership for specific areas & full accountability for a portfolio of client accounts, you will drive growth and improvement, sharing knowledge and best practice across the team.

A tech-first mindset is essential as we pivot from a traditional market research business into a cutting-edge technology-first insights company.