

Role Description

Research and Consulting Manager

Reports to: Director of Consulting, Ithaca Centre for Corporate Affairs Leadership
Location: London / home working

Ithaca Partners

Ithaca are purists, specialists in corporate affairs. We love the people (we think they are a breed apart) and we love the discipline too: since we started work in 2008 we have done our bit to help to shape it.

There are three parts to the Ithaca offer:

- We find brilliant corporate affairs directors – usually at C suite level
- We work across borders with international partners – because talent is everywhere
- We run the Ithaca Centre for Corporate Affairs Leadership – dedicated to helping the profession be better

The Ithaca Centre for Corporate Affairs Leadership

The Ithaca Centre has the sole mission of 'making corporate affairs better'. Launched in November 2021 as a new arm of the Ithaca Partners business, it brings together the discipline's most senior practitioners and experts to increase understanding of, and capability in, corporate affairs.

It has three areas of focus:

- Helping corporate affairs directors be better leaders – executive development and coaching
- Making corporate affairs functions work better – consultancy services to strengthen capability and performance
- Making 'what good looks like' better known – thought leadership on the profession and its success factors

The global events of the past 18 months have thrown into sharp relief the unique value that corporate affairs professionals bring. Matters of social justice and climate crisis have never been so real and relevant. And expectations of businesses and their leaders have never been higher. It is an era of stakeholder capitalism where organisations must unlock the value of trust. Of course, these are not responsibilities that corporate affairs holds alone. They are shared accountabilities that start at the top and must permeate an organisation's culture and decisions. And corporate affairs plays a unique and vital role in helping organisations and leaders spot, understand and navigate these issues, manage risks and turn them into opportunities.

Great corporate affairs starts with great corporate affairs leadership. Everything the Ithaca Centre does is designed around the particular demands corporate affairs directors face and the difference they make when leading an expert, professional function. Put simply, we help corporate affairs directors deliver.

ROLE OVERVIEW

The Research and Consulting Manager will be the content and insight oracle for the Centre team and a knowledgeable point of contact for our clients. You will take responsibility for researching prospect and client companies, making sure that other team members have up-to-date business intelligence at their fingertips to help identify opportunities, engage potential clients and deliver consultancy projects. Your insatiable curiosity will see you using a wide range of digital media, publicly-available research and even old-school newspapers to keep an eye out for relevant trends and issues, and your previous corporate affairs experience will help you frame everything through the right lens.

Under the experienced guidance of the Centre Leader and Director of Consulting, you will take responsibility for the Centre's communication plan, content and digital channels, making sure that the Centre's online presence stays fresh and relevant. You will also use your superlative presentation graphics and writing skills to help pull together impactful and accurate pitch documents, client reports and thought-leadership material.

In return for your dedication and focus, Ithaca offers a warm, friendly and inclusive working environment. As a small but growing company, although we each have our own responsibilities there is plenty of opportunity to get involved in activities beyond your core role and to learn new skills and develop your capabilities. We are very happy to invest in personal and professional development to keep all our team members on top of their game.

RESPONSIBILITIES

Research and industry insights:

- Preparing and updating business intelligence briefings to support prospect and client meetings
- Using a variety of online and traditional sources to monitor daily business and industry news, identifying insights, items of interest and potential new business leads and sharing these with the team
- Using Invenias (search database) to maintain up-to-date client and prospect records, in line with Ithaca's data standards (training will be given)
- In-depth research on client companies, corporate affairs functions and related issues to support live client projects

Communications and thought leadership:

- Developing and implementing the Centre's comms and marketing plan, under the guidance of the Centre Leader
- Managing and monitoring the Centre's communication channels and handles
- Identifying insights relevant to the Centre's activities and turning these into client communication / engagement assets (e.g. LinkedIn content, op eds, events, videos, newsletters)
- Building and administering online surveys based on the Centre's assets, analysing the results and using them to develop client engagement materials and business development insights

Consultancy support:

- Preparing and distributing high quality credentials and pitch documents and other materials for potential new business meetings, as required
- Drafting, proofing, production and distribution of client work products and final reports, under guidance of Director of Consulting
- Project support for live client work, as needed
- Arranging and attending business development, project and other client meetings as and when required
- Acting as an informed central office / phone contact for all live clients, making sure that all messages and issues are recorded and responded to promptly

- Working with the EA on logistics / event management for client activities, such as arranging virtual or physical presentations, workshops and interviews with multiple stakeholders
- As the consulting team grows, acting as the central co-ordinator for team information-sharing and knowledge management
- Establishing and maintaining a CRM system to ensure all client and prospect contact is kept up to date and in accordance with UK GDPR and other legal requirements

PERSON SPECIFICATION

Previous experience (ideal but not exhaustive)

- Has worked in a related capacity in a corporate affairs team in a FTSE100/250 company, in management consulting, a public affairs or strategic communications agency and/or in a policy making or campaigning organisation
- Has been responsible for conducting / managing market research, public polling and data analytics
- Has undertaken research and intelligence-gathering and has identified meaningful commercial insights from large amounts of information
- Has managed or supported the management of social media channels and handles, particularly LinkedIn in a corporate environment
- Has developed and personally produced high quality, creative and impactful professional presentation graphics
- Has a background in corporate communications, PR, consumer insight and / or data analytics or as a Chief of Staff / Executive EA
- Has personally managed medium-sized projects and events
- Has personally produced a range of creative business content

Skills and capabilities

- Self-starter with initiative, curious, creative and highly motivated. Able to work on their own at home and also in an office environment
- Highly literate, numerate and analytical with excellent attention to detail
- Well-developed visual sense, with ability to produce own presentation- and info-graphics
- Highly digitally literate across all main social media channels and expert Office 365 environment user (particularly PowerPoint, Excel, Word and Project)
- Able to write convincingly for a range of audiences and channels on a range of topics
- Desk research, polling and insight identification skills
- Has a genuine interest in people and an engaging manner
- Personal integrity and alignment to the Centre values

Diversity, inclusion and wellbeing

Ithaca is a company that values and respects all differences, seen and unseen, and wants to help people to thrive at work. We know that diversity is a source of stimulation, creativity and competitive advantage, and we work to give everyone who works with and for us a positive, inclusive working experience. We welcome and encourage applications from all perspectives and backgrounds. If you need any adjustments to help you be at your best, please let us know.

Ithaca's people have a range of working arrangements according to their needs, job roles and preferences. Most people split their working time between our City of London office and home. We are happy to discuss a working pattern that enables you to thrive and deliver great performance.

Our Mission

Making corporate affairs better

Our Values

Proud specialism

- Laser-focused on corporate affairs
- Quality and confidence
- Valued convenor

Generous spirit

- Warm and open
- Collaborative and collegiate
- Trusting and trusted

Practical impact

- Commercial
- Grounded and real
- Fresh and future-oriented