**Roles at TSIC – Key Responsibilities and Success Criteria**

We have six central areas of work at TSIC, and everyone’s role has different percentages allocated to each, depending on their role level and areas of expertise.

* **Client work** – delivering on chargeable services.
* **Business development** –attracting new income to TSIC, either directly (e.g. proposal writing, prospective client meetings) or indirectly (e.g. events, writing publications)
* **Internal** – activities focused on our internal systems and processes that do not fall into the above areas, for example team meetings, operations, or recruitment. Most colleagues at TSIC will have an internal focus area that they will contribute to, for example operations, marketing & comms, TSIC impact measurement, knowledge management, HR etc.
* **Accountability** – activities relating to areas that you are accountable on behalf of the organisation, for example line management, legal and compliance work, strategic oversight of a business area. This is for non-junior roles only.
* **Learning, development and wellbeing** – every TSIC colleague working 3 or more days per week has 5% of their time dedicated to learning, development and wellbeing. This should be related to your work at TSIC, but has a lot of flexibility within this. Employees also have a training and development and a wellbeing budget to support this.
* **Pro bono** - every TSIC colleague working 3 or more days per week has 3% of their time to dedicate to pro bono work of their choosing.

**Analyst**

**Client work support (around 70%)**

Support projects and build positive client relationships across a range of cross-sector clients. This will usually include undertaking qualitative and quantitative research activities, using participatory research techniques, and designing and delivering reports and presentations tailored to clients’ needs.

*Success criteria: Project activities are successfully delivered, building your experience so that we deliver to a market-leading standard, receiving positive feedback from clients and demonstrating tangible impact.*

**Business development support (around 10%)**

Support our income generation through researching and drafting new project bids, supporting pitching, attending online or offline events, or supporting research to develop our service offerings.

*Success criteria: Business development activities are successfully delivered, building your experience so that we are successful in securing new contracts.*

**Internal business contribution (around 10%)**

Contribute to the overall success of our TSIC strategy and business plan through taking part in our organisational meetings and activities and contributing to your own internal focus area. Support colleagues on project administration and delivery as needed, and support the rest of the team with the basic functions of running a small business. Contribute to a positive working environment, living our values in all we do.

*Success criteria: Contribute positively to TSIC’s strategy, business plan and culture, building strong relationships with colleagues. Work collaboratively to support colleagues across our projects, and take a lead on an internal focus area.*

**Learning, development, wellbeing and pro bono work (around 10%)**

Engage in both independent and team learning and development opportunities, sharing across our team. Where relevant, you can develop work into publishable reports, and further the impact of our work by contributing to new methodologies and approaches.

*Success criteria: Invest time in your own wellbeing and learning and development work, sharing this across our team. Contribute to the development of new methodologies and approaches to our work. Spend 3% of your time on pro bono work of your choice.*

**Consultant**

**Leadership of client work (around 60%)**

Lead and co-lead successful client projects and build positive client relationships across a range of cross-sector clients. This will usually include leading a wider project team (we use a matrix management approach). You will have or develop particular specialisms and areas of expertise within our service offerings.

*Success criteria: Project activities are successfully delivered, building your experience so that we deliver to a market-leading standard, receiving positive feedback from clients and demonstrating tangible impact.*

**Business development (around 15%)**

Lead you own income generation through project bids, pitching, networking, and developing new approaches to our service offerings. You will often work collaboratively across the team on business development activities.

*Success criteria: Business development activities are successfully delivered, with regular new income achieved.*

**Internal business contribution and accountability (around 15%)**

Contribute to the overall success of our TSIC strategy and business plan through taking part in our organisational meetings and activities and contributing to your own internal focus area. Hold accountability responsibilities through providing line management. Contribute to a positive working environment, living our values in all we do.

*Success criteria: Contribute positively to TSIC’s strategy, business plan and culture, building strong relationships with colleagues and demonstrating leadership in providing support across the team. Take a lead on an internal focus area.*

**Learning, development, wellbeing and pro bono work (around 10%)**

Engage in both independent and team learning and development opportunities, sharing across our team, and supporting others to do so. Where relevant, you can develop work into publishable reports, and further the impact of our work by contributing to new methodologies and approaches.

*Success criteria: Invest time in your own wellbeing and learning and development work, and support others to do so. Contribute to the development of new methodologies and approaches to our work. Spend 3% of your time on pro bono work of your choice.*

**Researcher**

**Leadership of client work (around 70%)**

Contribute expertise across multiple client projects and build positive client relationships across a range of cross-sector clients. This may sometimes include leading or co-leading projects. You will have particular specialisms and areas of expertise within our service offerings.

*Success criteria: Project activities are successfully delivered, building your experience so that we deliver to a market-leading standard, receiving positive feedback from clients and demonstrating tangible impact.*

**Business development (around 10%)**

Support our income generation through researching and drafting new project bids, supporting pitching, attending online or offline events, or supporting research to develop our service offerings.

*Success criteria: Business development activities are successfully delivered, building your experience so that we are successful in securing new contracts.*

**Internal business contribution and accountability (around 10%)**

Contribute to the overall success of our TSIC strategy and business plan through taking part in our organisational meetings and activities. You may hold accountability responsibilities through providing line management. Contribute to a positive working environment, living our values in all we do.

*Success criteria: Contribute positively to TSIC’s strategy, business plan and culture, building strong relationships with colleagues and demonstrating leadership in providing support across the team.*

**Learning, development, wellbeing and pro bono work (around 10%)**

Engage in both independent and team learning and development opportunities, sharing across our team, and supporting others to do so. Where relevant, you can develop work into publishable reports, and further the impact of our work by contributing to new methodologies and approaches.

*Success criteria: Invest time in your own wellbeing and learning and development work, and support others to do so. Contribute to the development of new methodologies and approaches to our work. Spend 3% of your time on pro bono work of your choice.*

**Senior Consultant**

**Leadership of client work (around 55%)**

Lead and co-lead successful strategic and high-level client projects and build positive client relationships across a range of cross-sector clients. This will usually include leading a wider project team (we use a matrix management approach). You will have particular specialisms and areas of expertise within our service offerings.

*Success criteria: Project activities are successfully delivered to a market-leading standard, receiving positive feedback from clients and demonstrating tangible impact.*

**Business development (around 15%)**

Lead you own income generation through developing new leads, leading project bids, pitching, networking, and developing new approaches to our service offerings and broader thought leadership. You will often work collaboratively across the team on business development activities.

*Success criteria: Business development activities are successfully delivered, with regular new income achieved.*

**Internal business contribution and accountability (around 20%)**

Contribute to the overall success of our TSIC strategy and business plan through taking part in our organisational meetings and activities and contributing to your own internal focus area. Hold accountability responsibilities through providing line management and strategic responsibilities within the business. Contribute to a positive working environment, living our values in all we do.

*Success criteria: Contribute positively to TSIC’s strategy, business plan and culture, building strong relationships with colleagues and demonstrating strategic thinking and leadership across the team. Take a lead on a strategic business area.*

**Learning, development, wellbeing and pro bono work (around 10%)**

Engage in both independent and team learning and development opportunities, sharing across our team, and contributing to our leadership in this area. Where relevant, you can develop work into publishable reports, and further the impact of our work by contributing to new methodologies and approaches.

*Success criteria: Invest time in your own wellbeing and learning and development work, and contribute leadership in this area. Contribute to the development of new methodologies and approaches to our work. Spend 3% of your time on pro bono work of your choice.*

**Senior Researcher**

**Leadership of client work (around 65%)**

Lead and co-lead successful client projects and build positive client relationships across a range of cross-sector clients. This will usually include leading a wider project team (we use a matrix management approach). You will have particular specialisms and areas of expertise within our service offerings.

*Success criteria: Project activities are successfully delivered to a market-leading standard, receiving positive feedback from clients and demonstrating tangible impact.*

**Business development (around 10%)**

Lead you own income generation through project bids, pitching, and networking. Use your expertise to develop new approaches to our service offerings and broader thought leadership. You will often work collaboratively across the team on business development activities.

*Success criteria: Business development activities are successfully delivered, with regular new income achieved. Regularly publish or make updates to our service offerings.*

**Internal business contribution and accountability (around 15%)**

Contribute to the overall success of our TSIC strategy and business plan through taking part in our organisational meetings and activities. Hold accountability responsibilities through providing line management. Contribute to a positive working environment, living our values in all we do.

*Success criteria: Contribute positively to TSIC’s strategy, business plan and culture, building strong relationships with colleagues and demonstrating leadership in providing support across the team.*

**Learning, development, wellbeing and pro bono work (around 10%)**

Engage in both independent and team learning and development opportunities, sharing across our team, and contributing to our leadership in this area. Where relevant, you can develop work into publishable reports, and further the impact of our work by contributing to new methodologies and approaches.

*Success criteria: Invest time in your own wellbeing and learning and development work, and contribute leadership in this area. Contribute to the development of new methodologies and approaches to our work. Spend 3% of your time on pro bono work of your choice.*