

Job description: Senior Consultant

Contract type: Permanent – 4 or 5 days per week

Reporting to: Director

Location: Can be predominantly home or office based, but postholder is required to travel to London office fortnightly on Mondays

Salary: £52,000 (pro rata)

About Claremont:

We are behaviour change insight and communications specialists, focused on creating a healthier, safer, fairer society.

We help governments, charities and companies to use behavioural science and co-design to solve society's hardest problems. We do research, insight, strategy, messaging, creative, delivery and more. And our work spans preventing ill health, investing in early years, building safer communities, tackling the drivers of poverty and enabling environmental sustainability.

We are a small, high-performing core team working in partnership with a wider network of trusted freelance associates and partners. The work we do is fast-paced, rigorous and often focused on knotty, systemic problems.

- **We are picky about who we work with and what causes we champion.** We are happy to work with an organisation from any sector and from anywhere in the world, but we only do work that contributes to social good.
- **Our people really care.** We don't waste time with tiresome virtue signalling but we do have opinions on social justice and we're committed to using our skills and experience to make a difference.
- **We believe in the mantra of “nothing about me without me”.** Behaviour change communications are more effective when campaigns are planned alongside people not for people. We listen, pay attention to small details and respect the expertise of lived experience.
- **We believe in fairness and we treat people well.** Staff, associates, clients, suppliers. We do our best to live our values in the way we work: flexible working, sensible hours, respect for people's right to a healthy work-life balance. We aim to foster a supportive, enjoyable work culture where people treat each other like adults and are given enough trust, autonomy and support to do their best work.
- **We strive for high standards all the time, in all we do.** We only share work with clients when it is ready and has been fully considered. We take pride in offering a quality of thinking and delivery that most agencies cannot reach.
- **We do our best work when we build collaborative relationships with clients.** We don't shroud our work in mystery. We use evidence-based, validated theoretical models and frameworks. We share our workings, we evidence our opinions, we hypothesise, test, learn and adapt.

About you:

With a natural flair for building long-term client relationships and top-notch project management skills, you thrive on building comms strategies, messaging and content rooted in insight. You have knowledge and experience of working on multi-channel campaigns and in applying behavioural science knowledge and experience to solve societal problems. You enjoy using your broad skillset and are looking for a role with lots of variety.

Undertaking research is one of the strings to your bow, from literature reviews to facilitating focus groups. You appreciate the importance of evaluation, to demonstrate impact and also to identify areas for iterative improvement and long-term change. You enjoy experimenting with new techniques and keep your ear to the ground for best practice approaches and emerging technologies, including AI.

Ideally, you'll have experience in the health and/or medical research space – though this is not essential.

Now, you're looking for work with purpose and impact, and a place where you feel you have the autonomy, support and encouragement to grow.

Priority objectives:

1. To ensure high client satisfaction across your accounts, contributing to maintaining Claremont's reputation for strategic, thoughtful, high-quality work and maximising opportunities for organic growth.
2. To play a central role in keeping client projects on track, in using insights to develop communications strategies and working with colleagues, associates and partners to develop and deliver multi-channel campaigns
3. To play a key role on further building Claremont's reputation in key sectors, ideally with a particular focus on health and medical research; building links with relevant, partner organisations, academics/experts and prospective clients.

Skills, knowledge and experience required:**Essential:**

- Experience using audience insight from qualitative research and co-design to inform communications strategies, such as message development, creative content development and channel selection
- Innately curious and strategic thinker, capable of advising clients with confidence, helping them to see around corners and a natural flair for building long-term, lasting relationships with clients and prospects
- High standard of project and budget management experience
- Experience conducting social research, i.e. facilitating qualitative research, commissioning research and analysing findings – specifically, experience using co-design or co-creation approaches in community settings and online
- Proactivity and ability to work at pace, with a keen eye for detail and accuracy
- Ability to be adaptable and work flexibly across a diverse range of tasks and initiatives, managing own time effectively
- Experience of using behavioural science models and frameworks, including COM-B and Behaviour Change Wheel, EAST, MINDSPACE etc
- An enthusiasm to stay abreast of new technologies and the changing external environment

- Strong writing and presentation skills
- Experience with stakeholder and community engagement
- Demonstrable passion for social change
- Experience of using and developing different methods to evaluate projects and track impact
- Experience of working with freelancers/suppliers e.g. designers, printers
- Experience working in an agency and/or with agencies
- Strong IT skills (especially with Microsoft Office, but familiarity with Sharepoint, Slack and AI tools)

Desirable, but not essential:

- Experience and connections in the health and/or medical research space
- Experience responding to new business opportunities - drafting proposals, presenting
- Experience working in or with charities and/or the public sector

Summary of main responsibilities:

- Responsible for leading / managing projects on a range of client accounts, reporting into the relevant Director responsible on each account. Responsible for ensuring work is completed to a high standard, on time and to the agreed scope of work and budget.
- Responsible for fostering strong client relationships and ensuring excellent communications throughout the delivery of your projects, being flexible and adaptable as circumstances or needs change.
- Responsible for delivering – alongside colleagues, associates and suppliers – a range of aspects of client projects, which is likely to span audience research, communications strategy and planning, campaign delivery, stakeholder engagement and evaluation.
- Supporting, and sometimes leading on, new business proposals / pitches, cultivating a network and playing a role in Claremont's external marketing, including supporting Claremont events / presenting at conferences etc.
- Responsible for contributing to the continuous improvement of the agency's processes, systems and ways of working, taking the initiative to identify efficiencies or ways of modernising / innovating / adapting our approach.
- Responsible for mentoring / coaching junior team members and managing the performance of freelancers and partner agencies / suppliers on your client accounts. In time you may be required to line manage staff, though this will not be the case initially.

How to apply:

Follow this link to complete a set of questions.

[Senior Consultant application form - Claremont – Fill in form](#)

We will be assessing applications against a set of criteria, which are based on the attributes listed in this job description. Long-listed candidates will be invited to interview, where we will share the questions in advance. We will then shortlist and set a task, and those candidates will be invited to present their task at a second interview. The task will also be reviewed independently by another member of our team.

We actively welcome applications from people from diverse backgrounds.

The deadline for applications is **9am on Monday 12 October**.