



Team Manager/Supervisor

Job description

The World Management Survey is a joint research project initiative between the Centre for Economic Performance, London School of Economics (LSE), Harvard Business School, Stanford University, University of Oxford and University of Cambridge proposes to conduct an international survey of management practices in manufacturing, retail, schools and hospitals in the summer of 2013. This is cutting edge management and economic research and builds upon the highly successful prior management research across manufacturing and public sector that has received wide coverage in international media, policy and academic circles.¹

In 2013, we are continuing our research and related project methodology to manufacturing firms in Latin America (Brazil, Chile, Argentina, Mexico, Nicaragua and Colombia) and Africa (Ghana, Ethiopia, Kenya, Tanzania and Zambia), as well as retail stores, hospitals and high schools in Brazil.

The methodology of the data collection involves interviewing managers at these establishments for approximately one hour, for which we will hire a team of interns. Your job as a Team Manager will be to manage and coach a team of about 4 interns each. Each manager will be allocated to his or her country of focus based on their skill sets, language ability and target requirements, and is expected to work during the core working hours corresponding to their assigned countries throughout the duration of the project. The job of a team manager includes the following:

- Playing the role of an analyst for training/coaching purposes,
- Ensuring that their team members arrive on time at site every day and work through their core working hours,
- Ensuring that their team members properly schedule their interviews (achieving a high conversion rate with minimal cancelations or reschedules),
- Monitoring the quality of the data collection by listening in and validating each interview conducted by their team members,
- Achieving their weekly targets and overall team targets at the end of the project,
- Stepping in and doing the work of analysts (ie. interviewing) who might be absent at any given day during the project,
- Stepping in and helping analysts schedule interviews if the team's interview count for the week is below target,
- Assisting other team managers and the project director with other managerial or research tasks as needed in order to maintain a smooth data collection process.

Prior to the main data collection phase, team managers are expected to undertake training in London on June 26th-28th. Team managers are also expected to participate and assist in the full-team training week starting July 1st.

If there are any questions regarding the job tasks, please let us know.

¹ More details on the project can be found at the website www.worldmanagementsurvey.org. Media coverage including the BBC, Economist, Financial Times, New York Times, policy presentations including the Bundesbank, Bank of England, and academic presentations including Berkeley, Chicago, Harvard, MIT, NBER.