

Job Description



Job Title:	ITC Survey Manager
Department:	International Tobacco Control Policy Evaluation (ITC) Project - Department of Psychology
Reports To:	ITC Administrative Manager (and the ITC Principal Investigator)
Jobs Reporting:	TC Survey Management Associates, ITC Programmer, Survey Management Research Assistants
Salary Grade:	USG 9
Effective Date:	January 2021

Primary Purpose

To provide leadership to the Survey Management Group throughout the full cycle of survey questionnaires, from planning through quality control and documentation; and to collaborate with Country Project Management personnel to maximize accuracy and efficiency in all survey-related matters and ensure cross-country comparability within an international longitudinal cohort survey evaluating international tobacco control policies.

Key Accountabilities

Leadership

- Provide direct day-to-day leadership for the ITC Survey Management Associates, the ITC Programmer, and ITC Survey Research Assistants, including the following:
 - Workload assignments
 - Coaching and mentorship; Training and guidance in task completion
 - Managing performance in collaboration with the ITC Administrative Manager
 - Face-to-face and online meetings for planning and expectations
- Liaise with Country Project Management team on country project timelines, survey draft revisions, language equivalency of translation documents, and other key survey phases.
- Identify any risks and opportunity costs associated with project timelines.
- Identify the human resource needs of the Survey Management team as the ITC Project grows.
- Manage research assistants and all other survey program testers.

Strategic Planning

- Collaborate with the ITC Principal Investigator, ITC Managing Director/Senior Research Scientist, ITC Administrative Manager, ITC Knowledge Translation Manager, and DMC leadership to create an overall strategy for survey planning, development, checking, and documentation for each of the ITC country projects.
- Collaborate with Managing Director and Senior Research Scientist, Research Scientists, and Research Associates on survey content, survey design and organization, question and scale wordings, translation protocol, and documentation.
- Communicate the role of survey management and the survey management database in the larger context of an ITC country project to ITC team members and ITC global collaborators.
- Collaborate with the Managing Director/Senior Research Scientist, and ITC Administrative Manager to determine budget and resource requirements for survey preparation tasks and for testing of programmed surveys at the beginning of the production cycle for each upcoming survey.
- Attend survey development meetings at all levels (regional, national and international) and provide suggestions and reports on surveys.

Management of Surveys

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- Lead label audit to ensure the correctness and consistency of all labels in all prefixes.
- Oversee survey interpretation and preparation, including workload assignment, setting standards, estimating timelines, contributing to survey content decisions, in consultation with ITC Principal Investigator, ITC Managing Director/Senior Research Scientist, Research Scientists and Associates – Country Project Management, and DMC.
- Track progress of each survey through its many stages and ensure that the Survey Management Group's various roles are fulfilled in a timely and accurate manner.
- Oversee quality control checks on all surveys for accuracy and consistency over countries and time. Direct the rigorous testing of programmed telephone and internet surveys.
- Assign variable names to all data fields, taking care to link questions of similar content
- Create new prefixes whenever needed to accommodate new survey questions and manage varnames and varlabels of all newly created prefixes.
- Communicate with the survey firms who are programming telephone and internet surveys, ensuring that ITC standards and conventions for programming and data handling are met.
- Identify all issues related to cross-country and within-country comparability of surveys, communicating those issues to the ITC team members including the ITC Principal Investigator, ITC Managing Director/Senior Research Scientist, Research Scientists and Associates – Country Project Management, and DMC, as appropriate.
- For all ITC team members: provide current documentation and historical information about all surveys.

Development of the Survey Management Database

- Collaborate with ITC leadership to determine evolution and development of the ITC Survey database.
- Design new functions of the database; work with the ITC Programmer to see them developed and tested.
- Periodically check the correctness of the different data menus in the database.
- Oversee database maintenance.
- Identify needs of the Country Project Management team, Knowledge Translation team, and Data Analysts that can be met by expansion of the Survey Management database, and consult with the relevant groups regarding implementation.
- Provide descriptions and answer inquiries on the current capacity of the ITC survey database.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Master's degree in Health Sciences, Psychology, or other related academic field, with a focus on behavioural research in general and survey development in particular or equivalent experience

Experience

- Five or more years' experience in survey research, preferably in Psychology or Health Sciences.
- Experience in a leadership role, including management of people and performance, coaching, and mentorship.
- Experience with research datasets, data cleaning, and data handling.
- Experience with complex databases.

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- Experience in the development of complex surveys is an important asset.
- Competencies will include leadership, project management, reliability, attention to detail, organizational and communication skills.

Knowledge/Skills/Abilities

- Ability to lead and motivate teams in a fast-paced and constantly changing environment.
- Ability to provide feedback, coaching, and mentorship in survey management.
- Ability to multi-task, to work quickly and efficiently, and to maintain a creative and positive attitude under pressure.
- Excellent problem-solving skills; resourcefulness.
- Ability to manage through change.
- Excellent written and verbal communication.
- Strong analytical skills.
- Ability to be meticulous, organized, and detail-oriented.
- Ability to work independently as well as part of a team.
- Strong computer skills, particularly in Microsoft Office.

Nature and Scope

- **Contacts:** Reports to the ITC Administrative Manager and indirectly to the ITC Principal Investigator. Internally, communicates and collaborates with ITC Leadership, ITC Research Scientists, ITC Research Associates, ITC Knowledge Translation Team, ITC Data Analysts and Statisticians.
- **Level of Responsibility:** The position is responsible for the timely and accurate preparation of all ITC surveys, both face-to-face and programmed. Responsible for leading the survey management team, including workload management, performance evaluation, coaching, and mentorship. Responsible for overseeing documentation and the provision of information related to all aspects of ITC surveys.
- **Decision-Making Authority:** Responsible and accountable for planning priorities in survey preparation and documentation, which may have overlapping timelines. Responsible for many survey decisions related to consistency and formatting. Participates in strategic planning decisions with ITC Principal Investigator, ITC Managing Director/Senior Research Scientist, and ITC Administrative Manager.
- **Physical and Sensory Demands:** Minimal demands typical of a leadership role operating within a team-oriented and multi-project office environment.
- **Working Environment:** Currently in a fully-functioning working from home environment; however post-COVID protocols, this position is within an office environment. There are opportunities for meetings and other interactions with co-workers. The position requires leadership in the assignment of workload within multiple projects, with deadline pressures, and a demand for thoroughness and accuracy. There are also pressures associated with the level of responsibility and staff leadership.