

Manager, Research & Insights

Position Status:	Permanent
Posting Status:	Open
Location:	26 Prince Andrew Place, North York ON M3C 2H4
Salary Range:	\$105,307 to \$148,429 per year
Hours of Work:	36.25 per week
Posting Date:	August 30, 2024
Closing Date:	September 13, 2024

Who we are

The Office of the Chief Electoral Officer (Elections Ontario) is an independent, non-partisan office of the Legislative Assembly of Ontario, responsible for administering provincial elections, by-elections, and referenda in Ontario. We are committed to making voting easy and accessible for all electors, while maintaining the integrity, security, and transparency of the electoral process.

Join our team

The Design & Strategic division of Elections Ontario is seeking a Manager, Research and Insights who will be responsible for informing change across the organization and will be an integral member of the team. As an internal consultant and coach, you will leverage best practices, modern tools, and techniques to drive projects aimed at improving elections operations and stakeholder experience. Your sound research background, analytical experience, and proven ability to synthesize data from multiple sources into evidence that drives process optimization and service innovation will help Elections Ontario deliver on its mandate.

What to expect in this role

Reporting to the Director, Design & Strategic Innovation, you will:

1. Electoral Satisfaction and Quality Measurement:

- Plan, design, and deploy public- and internal-facing surveys to measure elector / stakeholder satisfaction and the quality of the electoral process, using internal resources and in partnership with approved vendors.
- Analyze survey results and other business data to generate actionable insights for improving the electoral experience.
- Work closely with stakeholders to ensure that surveys are effectively capturing relevant data and addressing key concerns.

2. Data Science Leadership:

- Lead team members who use data science tools and internal and external data sources to uncover patterns, trends, and innovation opportunities.
- Lead the implementation of advanced statistical models and data analysis techniques to inform decision-making.
- Work closely with cross-functional teams across divisions to help integrate data-driven insights into the design and innovation process.

3. Exploratory Research and Research Agenda:

- Work collaboratively with the Director, Design and Strategic Innovation, the Innovation Committee, and business partners to design and establish an innovation research agenda and supporting data governance strategy.
- Conduct exploratory research on special topics as outlined in the research agenda, providing thought leadership on emerging issues that may affect the integrity and quality of the electoral experience (e.g., artificial intelligence, mis/dis-information, trust and integrity in the democratic process etc.).
- Design and execute research projects that push the boundaries of current understanding and contribute to the organization's knowledge base.
- Present research findings to internal and external audiences, ensuring they are accessible, relevant, and actionable.

4. Research Partnerships

- Collaborate with third-party researchers, think tanks, Electoral Management Bodies (EMBs), and scholars to enhance the breadth and depth of research initiatives.
- Integrate insights from external research into internal projects, leveraging diverse perspectives to inform the organization's operations,

5. Team Management:

- Manage a team of researchers, providing guidance, mentorship, and support to ensure the reliability and quality of research outputs.
- Oversee the development and execution of research plans, ensuring alignment with organizational goals and research agenda.
- Foster a collaborative and innovative team culture, encouraging continuous learning and professional growth.

What you need to qualify

- Advanced degree in Political Science, Data Science, Statistics, or a related field.
- 7+ years of experience in conducting primary research, data analysis, and/or data science.
- Strong quantitative research skills with a proven track record in survey design, data analysis, and statistical modeling.



- Demonstrated ability to lead and manage a team, with experience in mentoring and developing talent.
- Exceptional communication skills, with the ability to translate complex data insights into clear, actionable recommendations that business partners and stakeholders can easily understand and apply.
- Familiarity with current data science tools, such as Python or R, and techniques, such as AI/ML tools such as Natural Language Processing (NLP).
- Proficiency in data visualization tools such as Tableau or Power BI.
- Experience in conducting exploratory research and managing research projects from inception to completion.
- Experience collaborating with external researchers, institutions, and scholars, with a demonstrated ability to integrate external insights into internal research processes.

Preferred Skills:

- Familiarity with public sector governance and procurement processes.
- Familiarity with the Ontario *Elections Act* and *Election Finances Act*.
- Ability to converse in English and French.
- Familiarity with Design Thinking methods and techniques.

Elections Ontario offers alternative work arrangements (Telework or Compressed Work Week). This position requires in-office presence 4 to 5 days per week, based on operational requirements.

How to apply

Our recruitment process reflects our mission to uphold the integrity and accessibility of the electoral process and to manage elections in an efficient, fair, and impartial manner. We offer career growth opportunities and a competitive rewards program.

Please submit your cover letter and resume as one attachment, quoting File #EO-2024-111 in the subject line, to hr@elections.on.ca no later than **September 13, 2024**.

We thank all applicants for their submission. Only those candidates selected for an interview will be contacted.

How to request an accommodation

Elections Ontario is an equal opportunity employer. We are committed to fostering an inclusive, equitable and accessible environment, where all employees feel valued, respected, and supported.

Under the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*, we provide accommodations to applicants with disabilities throughout the recruitment and selection process. If you require a disability-related



accommodation to participate, please call 1-888-668-8683, send a fax to 1-866-714-2809, TTY at 1-888-292-2312 or email hr@elections.on.ca.