



Associate Practice Leader / Practice Leader

Human + AI Research

PRACTICE	LEVEL	LOCATION	TYPE
Human + AI	Associate PL / PL	Remote	Full time

ABOUT HFS RESEARCH

HFS Research is a leading global analyst firm known for its practitioner-first, insight-led perspectives on enterprise transformation, AI, operations, and services. We work directly with enterprise leaders, service providers, technology firms, and investors to shape market thinking through original research, advisory engagements, executive workshops, and market evaluations. HFS is a fast-moving, high-accountability environment in which analysts are expected to think critically, publish with conviction, and develop a strong market voice.

THE HUMAN + AI PRACTICE

The Human + AI practice sits at the center of the most consequential conversation in enterprise services today, the redesign of work, talent, and operating models as AI moves from assistive copilots to autonomous, agentic systems. We pressure-test the market narrative, ground our work in real enterprise deployments, and produce the research that C-suite leaders use to make difficult decisions. Our research covers areas including:

- Enterprise AI adoption and execution, including what it takes to move beyond pilots into scaled deployment and measurable business outcomes.
- Agentic AI and autonomous systems, including how organizations operationalize agents, redesign workflows, and manage coordination between humans and intelligent systems.
- Workforce, HR, and organizational transformation, including changing roles, skills, leadership expectations, and the future design of work.
- Human + AI operating models, including workflow redesign, decision-making structures, accountability, and collaboration between humans and AI systems.
- Governance, orchestration, and enterprise readiness, including oversight, risk management, orchestration challenges, and the operational foundations required to scale AI responsibly.

THE ROLE

The Associate Practice Leader or Practice Leader will lead and support major HFS research initiatives across the Human + AI agenda, including Horizons evaluations, custom engagements with enterprises and service providers, blueprints, points of view, Global 2000 surveys, and OneCouncil roundtables. The role requires running multiple concurrent workstreams. The successful candidate will independently structure hypotheses, conduct analysis, produce written deliverables, and engage senior enterprise stakeholders with credibility.

Core responsibilities

- Lead original research initiatives from hypothesis through publication, including reports, points of view, blueprints, and executive briefings.
- Design enterprise surveys, conduct quantitative and qualitative analysis, and translate findings into narrative and exhibits.
- Own custom client engagements end-to-end and present findings to enterprise and service provider leadership.
- Lead components of Horizons evaluations, including vendor briefings, reference calls, and written assessments.

- Facilitate roundtables, executive workshops, and primary interviews with C-level buyers and senior technology leaders.

QUALIFICATIONS

Required

- Bachelor's degree; Master's preferred
- Strong writing and storytelling skills, with the ability to communicate complex ideas in clear, structured prose for a senior business audience.
- Demonstrated experience conducting quantitative and qualitative analysis, including survey design, data interpretation, and synthesis of large or complex datasets into defensible insights.
- Track record of working independently across multiple projects with minimal oversight, including ownership of deadlines and deliverables.
- Strong critical thinking and hypothesis-driven problem-solving capabilities.
- Direct experience engaging enterprise buyers, executives, or senior stakeholders in advisory or research settings.
- Authentic, original writing voice. Applications, writing samples, and published work should reflect the candidate's own analysis and writing rather than AI-generated content!!
- Proficiency in PowerPoint and presentation design, with attention to exhibit construction and structured argument.

Preferred

- 5–10 years of experience in research, advisory, consulting, enterprise transformation, strategy, or related enterprise-facing roles.
- Familiarity with enterprise AI, automation, workforce strategy, services transformation, or operating model design.
- A body of published work, including bylines, research reports, blog posts, or speaking appearances, that demonstrates an established market voice.

HOW TO APPLY

Interested candidates should submit a CV and two writing samples to hire@hfsresearch.com. Writing samples may include published research, long-form opinion pieces, blog posts, or authored presentations. Selection emphasizes analytical thinking and quality of writing over prior employer pedigree.

Please reference the Human + AI practice in the application, as we have multiple roles opening.

HFS Research is an equal opportunity employer. *We welcome applicants from all backgrounds and do not discriminate on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*