



# Associate Practice Leader / Practice Leader

BPO Practice

<b>PRACTICE</b> Business & Data Services	<b>LEVEL</b> Associate PL	<b>LOCATION</b> India	<b>TYPE</b> Full time
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## 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 BUSINESS PROCESS PRACTICE

Our BPO practice covers Finance & Accounting (F&A), supply chain, CX, HR, and adjacent service lines, serving both enterprise buyers and the world's leading IT and BPO services providers. 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:

- The growth of the OneEcosystem – an AI-first, integrated supply chain where systems, data, and processes must be integrated to reduce risk, compete, and deliver resilient services to market.
- Coverage of BPO and fiancé and accounting services – diving into the changing market from outsourcing with offshore talent and FTE models to outcome-based commercials that leverage hybrid models to deliver outstanding value.
- The transition of CX, HR, and adjacent lines of professional services to ones that are joining human and AI agents to augment, amplify, and accelerate services delivery.

## THE ROLE

We are looking for a seasoned Associate Practice Leader or Practice Leader to join the F&A research practice at HFS. F&A is your core mandate and primary P&L. You will also lend bandwidth to adjacent BPO areas such as supply chain, CX, HR, and other operations service lines as a secondary responsibility. This is a high-ownership role. You will lead end-to-end vendor evaluations (our Horizons), run custom advisory engagements, build original research with real data, and show up in front of enterprise clients and C-suite stakeholders as a credible voice. This is not just a desk job. You will travel, present, facilitate, and publish. If you have grown up in a traditional analyst firm or consulting environment and want a role with sharper edges and more direct market exposure, this is it.

### Core responsibilities

- Lead custom engagements independently, from project design through delivery including survey-based studies, enterprise benchmarking, and bespoke market analyses
- Work directly with survey houses on instrument design, fieldwork management, and data quality; translate quantitative and qualitative findings into compelling, decision-ready insights
- Conceptualize and structure client workshops, ideation sessions, and advisory presentations; adapt depth and framing to the audience
- Build polished PowerPoint deliverables that communicate complex ideas visually and cleanly; present findings to C-suite and senior enterprise stakeholders



- Collaborate with client account management to understand engagement objectives, manage expectations, and ensure delivery quality

### **Roundtables, workshops, and strategic advisory**

- Design and facilitate enterprise innovation workshops and roundtable discussions — both in-person and virtual — bringing structure and energy to peer-exchange formats
- Run strategic advisory engagements for F&A service providers and enterprise buyers, including session design, facilitation, and output synthesis
- Participate in and co-lead industry events, panels, and speaking engagements that build the HFS brand and your own market profile

### **Research operations and collaboration**

- Work effectively across different team configurations comprising solo delivery, co-authored research, and cross-practice collaboration adapting quickly to shifting priorities
- Move fluidly across the Microsoft stack (Word, PowerPoint, Excel, Teams, SharePoint) to manage work, communicate internally, and deliver client-facing output
- Manage a rolling portfolio of short-cycle engagements throughout the year alongside longer-form research commitments
- Participate in peer review processes and uphold analytical and editorial standards across the practice

### **Vendor evaluation and recommendation research**

- Rate, rank, and write about participating vendors with analytical rigor; produce clear, differentiated assessments that hold up to scrutiny from both buyers and providers
- Conduct structured partner interviews and debrief sessions; identify themes and gaps that strengthen the final narrative
- Manage timeline and process integrity across multiple concurrent evaluations without losing analytical depth

### **Cross-BPO support (secondary)**

- Lend research bandwidth to adjacent BPO practice areas — supply chain, CX, HR, and related operations services — where broader BPO themes intersect with F&A coverage or where additional capacity is needed
- Contribute to cross-practice POVs, briefings, and joint deliverables where an F&A lens strengthens the wider BPO narrative
- Support colleagues across the BPO practice on vendor briefings, reference calls, and client conversations as needed, without diluting primary F&A commitments

## **QUALIFICATIONS**

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### **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**

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Interested candidates should submit a CV and two writing samples to [hiring@hfsresearch.com](mailto: hiring@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 BPO 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.*