

Reporting Exec (ConfirmIt)

YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for a ConfirmIt Reporting Executive to work in the London offices within our busy Operations department. You will be part of a small, friendly and sociable team which provides the research teams with the operational services they require to offer quality consultancy on a wide variety of topics.

We are looking for someone who currently uses ConfirmIt to script surveys in a Market Research environment, with an interest in focusing more on the reporting side of the process via ConfirmIt Reportal. Experience of using Reportal is highly desirable as you would be involved in ensuring that that survey data is transformed into client facing reports, using the ConfirmIt reporting tool.

The new Reporting exec would need to hit the ground running and lead the way in ensuring that this new function of our department runs smoothly, accurately and efficiently. As part of these new processes, we are planning to use ConfirmIt's Data Central (an application which enables our data to become compatible with Reportal), and while experience in use of this package is desirable, it is not essential and we would provide any training necessary. Similarly, experience in using SPSS is desirable but not vital.

Sitting amongst a team of busy and experienced DP execs, a general operations exec team, technical creatives and survey scriptwriters, the exec will be part of a wider Operations team which strives to produce accurate results every time and supports the rest of the company in delivering innovative and robust research solutions.

Overall Objective

- Report Processing (in ConfirmIt Reportal) as internal support for researchers to aid them in their client relationship.

Key Responsibilities

- Producing attractive and accurate reports in Reportal.
- Using SPSS Statistics and Data Central to prepare and process survey data for reporting in Reportal. Data cleaning and validating and tabulation in SPSS.
- Using experience to liaise with internal clients, advising on best practice and assisting with problem solving
- Assisting the DP team in introducing and maintaining efficiencies within the department (e.g. automation of processes)
- To ensure both internal customer and panel satisfaction and to represent YouGov plc in a professional and ethical manner at all times. To ensure queries not relevant to the department are passed on to the relevant contact or department promptly.
- To protect YouGov plc in all customer relationships and act with integrity at all times.
- To ensure all reporting and management requests are accurate and delivered on time.

Technical skills required

- ConfirmIt Scripting : Essential
- ConfirmIt Reportal: Desirable
- SPSS Statistics: Preferred
- Data Central: Preferred
- Experience in analysis/tabulation in a related role: Preferred
- Intermediate Excel skills

This is not an exhaustive list, and you will be expected to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the Company's circumstances. This will include providing cover for colleagues as required. The Company therefore reserves the right to vary the job description in consultation with you.

All YouGov plc employees are expected to comply with the Company's policies, rules and procedures as outlined in the handbook, health and safety manual and all other publications.