

Reporting Exec (ConfirmIt)

Department: Operations
Location: 50 Featherstone Street, EC1Y 8RT, Central London
Reports To: DP Manager
Hours: Full Time (37.5hrs)

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 have recently acquired a very large contract which requires survey data to be transformed into client-facing reports in the ConfirmIt reporting tool, Reportal. As we do not use this software and are now 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 not essential but highly desirable.

The new Reporting Executive 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 (Excellent Excel skills preferred)

Other skills required

- Strong project management skills
- Ability to understand databases (basic administration and structure)
- Excellent interpersonal skills

- Excellent attention to detail
- Strong initiative and negotiation skills
- Problem solving, analytical and numerical skills
- Ability to deliver results, meet deadlines and manage time effectively
- Excellent customer focus and handling skills
- Excellent written, oral and electronic communication skills

Personal attributes

- Self-discipline
- Self motivation
- Positive attitude
- Excellent organisational skills
- Professional attitude

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.

Please send your CV and covering letter to saqi.sheikh@yougov.com