

## **Associate Director (Research) - Consumer/Retail**

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

### **Key role**

Oversee the delivery of two customer trackers as well as the ad hoc work streams for a major retail client to ensure that each is delivered to timescale and budget and to the highest quality. Participate in new sales activity with this client as appropriate.

### **Key tasks**

- Project manage the team to ensure delivery of each work stream at the required standard.
- Undertake higher-level project tasks where an appropriate level of seniority is required.
- Ensure that sufficient resources are allocated to each of the work streams.
- Ensure that each facet of each work stream is delivered to time and budget, identifying potential efficiencies, and providing regular financial updates to client.
- Apply appropriate quality control processes to the project and take an active role in executing quality control procedures.
- Problem solve where required, providing consultation to client on appropriate research design in respect of client's market-context and organizational needs.
- Manage the client relationship through regular email and telephone contact and dealing with ad-hoc enquiries.
- Manage the relationship with internal departments such as Operations, Analytics, and Commercial.
- Monitor project KPIs, ensuring on-going trust and goodwill from the client.

### **Experience required**

- Experience of day-to-day running MR projects (including client contact, survey design and report writing) within the consumer or retail sector
- Experience of online market research
- Strong depth and breadth of primary and secondary research.

### **Education and qualifications**

- Educated up to degree / HND level in a relevant subject
- SPSS, PowerPoint and Excel skills
- Fluent written and spoken English