

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

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

#### **Overall Objective**

In a Project & relationship management capacity to oversee the delivery of the Retail research offering of Customer Pledge and Brand Engagement Trackers and ad hoc work streams to ensure that each stream is delivered to timescale and budget and to the highest quality. Participate in new sales activity with clients as appropriate.

#### **Key Responsibilities**

- 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 organisational 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 projects (including client contact survey design and report writing)
- Experience of online market research
- Strong depth and breadth of primary research, across methods and sectors

#### **Education and qualifications**

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