

Panel Executive (French speaking)

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

YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for a Panel executive to work in the London offices within our Operations department. The successful candidate will focus on the operational services we provide to our French team in Paris and, as such, must be fluent in French.

Training in all YouGov specific software will be provided.

Overall Objective

- To carry out all relevant panel and survey scripting elements of French projects.

Key Responsibilities

- To carry out the following functions of French Operations:
 - Advise on feasibility requests; learn what data we hold on our French panellists and how to find it, in order to send realistic estimates on sample achievement and timings to Researchers.
 - To provide costs based on feasibility
 - To use Gryphon to script basic surveys
 - To use PanMan to set up sample for quotas and surveys, setting them live when fieldwork starts
 - To provide fieldwork updates for all projects, sending sample boosts where necessary
 - To close surveys
 - To understand the workings of Zendesk, providing adequate panel care cover where necessary

General

- To ensure all reporting and management requests are accurate and delivered on time
- 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

Skills required

- Excellent interpersonal skills
- Ability to learn new skills quickly through both structured training and self managed on the job practice.
- Strong initiative and influencing skills
- Problem solving, analytical and numerical skills
- Expectation management: Prioritise, manage, organise and satisfy
- Develop business and commercial acumen
- Ability to deliver results, meet deadlines and manage time effectively
- Excellent customer focus handling skills
- Excellent written, oral and electronic communication skills
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Personal attributes

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

Education and qualifications

- Fluent written and spoken English and French

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 vacancies@yougov.com