

Panel Team Leader

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

YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for a Team Leader for our busy Panel team, to work in the London offices within our busy Operations department. The successful candidate will lead an established team of 3 Panel execs who provide the research teams with the operational services they require to offer quality consultancy on a wide variety of topics.

The successful candidate will have a proven track record of leading a busy team in a Market Research Operations environment.

Overall Objective

With assistance from the Associate Director, Operations:

- To lead the Panel Team, ensuring they are:
 - Handling business-wide requests in a timely and accurate manner

Key Responsibilities

With assistance from the Associate Director, Operations:

- Team Leading
 - To demonstrate strong leadership of the Panel Team.
 - To monitor and co-ordinate their workloads, assisting them in their everyday tasks where relevant.
 - To take overall responsibility for ensuring service delivery deadlines are met.
 - To identify training needs and arrange relevant training for Panel Execs to ensure they are equipped to carry out their role.
 - To use experience and knowledge to generate ideas on to move towards meeting overall Operations objectives.
 - To carry out Annual and interim appraisals for Panel Execs, setting realistic goals and monitoring progress in meeting these targets.
- Technical skills
 - To possess an excellent understanding and level of proficiency in role specific software including; Sample management systems, survey scripting, coding open end software, SPSS. (Complete on the job training will be provided where necessary to allow candidate to progress to necessary level as quickly as possible)
- Feasibility
 - Able to advise on feasibility requests, learning what data we hold on panel members and how to find it, in order to send realistic estimates on sample achievement and timings to researchers.
 - Where required, use data available to establish sampling and weighting targets, as well the feasibility implications of these.
 - Able to advise researchers on cost per interview and able to respond to researcher's requests for Operations costings.
- Sampling
 - To quickly get to grips with YouGov specific sampling software and demonstrate ability to use efficiently and effectively
 - To advise others in team, as well as researchers, on best sampling practise where necessary, always aiming for sampling strategies to be as efficient as possible.
- Coding
 - To possess a very good understanding of the coding process
 - To communicate effectively with the coders, ensuring requirements are made clear and understood, responding quickly when something does not go to plan.
 - To monitor performance of external coding team, whether part time external work or outsourced, flagging any quality or resource issues where required.
- Panel Care
 - To understand the importance of good panel care

- To work with the team to resolve panel member issues or problems which require attention.
- Take calls from panel members, assist them with their queries.
- Survey scripting
 - To gain a basic understanding of our in-house survey scripting software.

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

Personal attributes

- Self-discipline
- Self motivation
- Positive attitude
- Excellent organisational skills
- Professional attitude
- Approachable, with a 'can do' attitude

Education and qualifications

- Fluent written and spoken English - Essential
- Previous line management experience - Essential
- Sampling experience – Essential
- SPSS literate/experience - Desirable
- Panel care experience - Desirable
- Knowledge of coding - Desirable

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