

Trainee Operations Executive

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

YouGov is looking for a new trainee Operations Executive. The role sits within the Omnibus Analysis and Sampling team and the new executive will be responsible for working closely with the other 4 members of the team to provide the numerous and varied services our department offers to the wider business. These include:

- Panel care – responding to panelists queries.
- Sampling- selecting the correct sample of our panelists to send survey invitations to.
- Field and quota management- monitor the progress of projects which are live, ensuring they are completing at the required rate and that quotas are being met.
- Coding- coordinating the outsourcing of any verbatim responses to our surveys so they can be analysed as data.
- Data analysis- processing data tables for our Omnibus projects.

The successful candidate will receive training in all areas, including all the technical software we use (SPSS, Desktop Reporter, Ascribe, PanMan, Gryphon, and more...)

Overall Objective

- To demonstrate a good understanding of the role of Operations as a service department and its functions within a Market Research company.
- To be instrumental in providing those services efficiently and effectively.

Skills required

- Excellent interpersonal skills
- Attention to detail
- Good with technology
- Ability to learn new skills quickly
- Strong initiative and influencing skills
- Problem solving, analytical and numerical skills
- Expectation management: Prioritise, manage, organise and satisfy
- Excellent written, oral and electronic communication skills

Education and qualifications

- Fluent written and spoken English
- Educated to degree level

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