

Survey Scriptor

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

YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for an entry level Survey Scriptor to join our busy Operations department. No previous experience is necessary but a computing or similar background is vital. As part of a team, you will be provided with all necessary training to allow you to carry out the role effectively.

Overall Objectives

- To provide expert scripting services and first line scripting to users of the survey scripting system in the YouGov business
- To demonstrate a good understanding of the role of Operations as a service department and its function within a research company
- To be instrumental in providing those services efficiently and effectively.

Key Responsibilities

- To take complex questionnaires from researchers and script them using YouGov's bespoke scripting software in an accurate and timely manner
- To provide support to all other system users who are not experienced scripters
- To identify new areas of development for the scripting solution and provide suggests to the team as appropriate
- Testing survey logic to ensure that it is error free
- Communicating with the researchers to ensure that timeframes are agreed and progress is reported
- Management of own workload to ensure that deadlines are met and standards are achieved.
- To ensure all reporting and management requests are accurate and delivered on time
- To ensure both internal customer and panel satisfaction and to represent the company in a professional and ethical manner at all times
- To ensure queries not relevant to the department are passed on to the relevant team promptly.

Skills required

- Familiarity with some sort of computer language or web-design coding (eg. HTML, CSS, JavaScript)
- Degree in an IT based subject, or evidence of a similar level of computer skills
- Team work
- Strong logical problem solving skills
- Excellent attention to detail
- Good communication skills, especially in the area of explaining technical points to non-technical people
- Ability to work independently and manage own deadlines
- High level of proficiency with MS office, especially Excel

Education

- Educated up to degree level/HND 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.

To apply, please send your CV and cover letter to vacancies@yougov.com