

Research Administrator

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

Overall Objective

This role involves supporting a busy research team in an influential market research company in the UK.

You'll be providing key support to a research team in a number of areas, including finance, administration, and even research itself. It's a deadline-driven team known for solving clients' problems fast, so being a supportive "team player" is a required key attribute.

Aspects of the role will provide a good understanding of the processes involved in market research; an excellent position for someone looking to broaden their skillset and understand the industry better.

Key Responsibilities (training to develop in some of these areas will be provided)

- Research:
 - Survey Compiling - Assisting the researchers by creating the final overall Omnibus surveys through adding together individual surveys using YouGov's bespoke scripting software
 - Formatting clients' tables of results and PowerPoint presentations
 - Taking final versions of researchers' questionnaires and programming these into YouGov's bespoke scripting software (*Gryphon*)
- Administration:
 - Answering incoming phone calls to the Omnibus phone line as and when required
 - Assisting the directors on an administrative level, for example organising calendars, creating reports and proof reading various documents
 - Using and devising systems to ensure quality procedures are followed properly through the course of the projects' lifecycles and reporting these to directors/ line managers as and when needed
 - Using of the Customer Relationship Management (CRM) Software (*NetSuite*) - includes using this software to keep YouGov's client records completely up to date; recording and checking details of new companies, possible new areas of business and people, as well as removing old and defunct contacts from the database
 - Administration of the team's daily survey schedule using Excel and the CRM software
 - Ensure all information about the teams offering activities and members on the intranet is up to date and complete
 - Taking minutes of meetings for distribution to attendees and absentees
- Finance:
 - Using the CRM system to execute weekly invoicing of the Omnibus teams' sales
 - Producing reports and metrics from the systems referred to above; an excellent opportunity to demonstrate and hone both Excel and PowerPoint skills
 - Assisting with basic quotations and client contact as and when required
- General:
 - To protect YouGov PLC in all client relationships and act with integrity at all times
 - To ensure all reporting and management requests are accurate and delivered on time

Candidate Specifications

Education & qualifications

- Further education qualifications (e.g. AS-Levels etc.)
- Highly proficient in MS Office
- Fluent written and spoken English

Personal skills & attributes

- Self-discipline and motivation
- Positive and friendly attitude
- Excellent organisational skills
- Excellent written and electronic communication skills
- IT literacy
- Experience of working in office environments preferred
- Attention to detail

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