

Researcher & Client Services Junior, Reports

Department: Reports
Location: 50 Featherstone Street, EC1Y 8RT, Central London
Reports To: Research Manager, Reports & Key Account Manager
Hours: Full Time (37.5hrs)

Overall Objective

This is a split roll to provide support to the Key Account Manager with handling client administration and also to provide support to the YouGov Reports research team with creating a database of market sizes from existing reports, scripting surveys, requesting sample, and checking surveys before they go to field.

Key Responsibilities (training – both formal and on-the-job - to develop in some of these areas will be provided)

- Uploading reports to the YouGov client portal and public website
- Liaising with clients to ensure that they have access to the portal and correct reports
- Monitoring client activity and providing reports to the Key Account Manager on client activity
- Ensuring clients provide input into reports where appropriate
- Running quarterly client satisfaction survey
- Creating PowerPoint and other deliverables for clients (including monthly deliverable on economic research)
- Helping the research team to ensure that report content meets or exceeds the quality expected by YouGov
- To provide general support for the research team and freelance team of researchers.
- Scripting surveys
- Creating a database of market sizes
- Monitoring inter-dependencies in the research process and flagging up issues to the Reports Manager
- Other important tasks include requesting samples, testing surveys and checking results when back from field.
- Ensure that research deadlines are met.

Personal skills and attributes

- Attention to detail
- Some knowledge of database applications
- High levels of numeracy
- Good communicator

You should be:

- Proactive
- Able to self-organise and self-manage
- Entrepreneurial

Education and qualifications

- Educated up to least degree level or equivalent
- Fluent written and spoken English
- SPSS, Powerpoint and Excel skills
- Some knowledge of statistics

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