

Research Administration Assistant (Qualitative & Reputation)

Location: 50 Featherstone Street, EC1Y 8RT, Central London
Reports To: Director of both teams
Hours: Full time

Overall objectives

- To provide administrative support to the Qualitative and Reputation research teams
- To liaise with relevant stakeholders in relation to focus group participants
- To be responsible for running basic elements of data checking when the need arises

Key Responsibilities

Qualitative Team

- Learning how to use the panel software to select focus group participants, dealing with sending out invitations and reminders for participants to come to research
- Managing the payment of focus group participants – organising ordering vouchers, ensuring participants are paid within 2 days after research
- Following up and dealing with participant queries relating to payment etc.
- Making sure that focus group participants comply with quality procedures e.g. ensuring they sign disclaimers, confidentiality agreements and making sure we have the correct documents
- Setting up (with the moderator) online discussion materials – e.g. entering information into the system that the moderator will need e.g. uploading questions, uploading visual materials and checking these.
- Dealing with third party suppliers to arrange focus group recruitment and cash incentives when needed
- Booking transcripts and translation services when needed
- Booking venues for focus groups and interviews
- Helping prepare materials for focus groups and presentations – e.g. putting together packs of material for moderators
- Logistics for interviews which could include booking venues, sorting out travel arrangements, as required

Reputation Team

- Chasing 'opinion former' qualitative research respondents by telephone for their participation and to book appointments
- Chasing 'opinion former' quantitative research respondents by telephone to ensure they take part in online surveys
- Organising incentive payments for survey participants eg MPs, journalists
- NetSuite updating
- Online desk researching to help identify potential project participants
- Data checking

Candidate Specifications

Education & qualifications

- Educated up to degree / HND level
- Strong MS Excel and Word skills
- Fluent written and spoken English

Personal skills & attributes

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

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

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.