

Research Administrator

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

Overall Objective

- To provide administrative support to the Omnibus team, both through research and non-research related tasks
- To assist researchers and sales people with following quality procedures as set up within the team
- To be responsible for running basic elements of research projects as and when the need arises, including scripting of questionnaires and formatting clients' results

Key Responsibilities

- Research: Survey Compiling
 - Assisting the researchers by creating the final overall Omnibus surveys through adding together the researchers' individual surveys using YouGov's bespoke scripting software
 - Ensuring all analysis requirements are comprehensively detailed
 - Detecting and feeding back any researcher routing or grammar errors whilst executing this process
 - Research: Questionnaire Scripting
 - Taking final versions of researchers' questionnaires and programming these into YouGov's bespoke scripting software (*Gryphon*)
 - Detecting and feeding back any researcher routing, grammar or other errors whilst executing this process
 - Admin: Using of the Customer Relationship Management – CRM - Software (*NetSuite*)
 - Daily upkeep of YouGov's client and activity web-based database – recording and checking details of new companies (leads), possible new pieces of business (opportunities) and people (contacts), as well as removing old and defunct contacts from the database
 - Using this system to execute weekly invoicing of the Omnibus teams' sales
 - Using this system to create tailored lists of clients, spend and projects as and when requested by sales, marketing or directors
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- Admin: Using an Excel "job sheet" to track the team's daily projects
 - Tidying the job sheet every day and creating stand-alone job-sheets for each day's activity
 - Tracking the team's invoicing and using these sheets as a guide to assist with invoicing (see the Weekly invoicing responsibility, above)
 - Admin: Quality Procedure checking and implementation
 - Creating and performing a systematic check that all projects have basic information saved for them (i.e. project and costing-mails are stored and named as appropriate)
 - Creating a system through which researchers are alerted to missing files so that they can rectify these quality errors
 - Assessing quality procedure adherence levels within the team, and reporting these to directors/ line managers as and when needed
 - Managing and organising the team's area on the shared company drive, archiving older and redundant items in a timely fashion
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- Admin and Research: Answering incoming phone calls to the Omnibus phone line as and when required
 - Some client contact as and when necessary
 - Assisting with basic quotation as and when required

- Research: Assisting researchers with aspects of Project work as and when required
- Research: Table formatting
- Assisting researchers by formatting their clients' research results tables in Excel so that they are ready to be sent to the clients
- Detecting and reporting any grammar or technical errors in the tables whilst doing this formatting
- Admin: Assisting the directors on an administrative level, for example organising calendars, creating reports and proof reading various documents
- Admin and Research: Proof reading proposals, reports and questionnaires
- Detecting and reporting any grammar or other (e.g. Questionnaire routing) errors whilst doing this
- Admin: Managing the Omnibus team's intranet pages
- Ensure all information about the teams offering activities and members on the intranet is up to date and complete
- Admin: Making minutes of meetings for distribution to attendees and absentees
- Admin: Generally assisting the Omnibus team in any area as and when required
- General: To protect YouGov PLC in all client relationships and act with integrity at all times
- General: To ensure all reporting and management requests are accurate and delivered on time

In addition to the above, you may at times be asked to provide administrative support to other teams in YouGov if the need arises.

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

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.