

Senior Survey Scriptor

Department: Operations
Location: Bucharest
Reports To: Head of data operations, Romania.
Hours: Full Time (40 hrs)

YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for a Senior Survey Scriptor to work in our new Data Operations unit in Bucharest. You will be part of a medium sized, newly established team which will provide operational support to research teams in Europe, the USA, the Middle East and APAC, enabling them to offer quality consultancy on a wide variety of topics.

Alongside other survey scriptwriters and data processing execs, you will be part of an Operations team which strives to produce accurate results every time and supports the rest of the company in delivering innovative and robust research solutions.

The successful candidate will be self-motivated, a confident communicator and a great team player who is able to pick up new systems and programming languages quickly. This is an exciting new chapter for YouGov and we are looking for a team of people who are demonstrably enthusiastic about becoming part of that.

Previous experience of 3+ years in a similar role within Market Research is required.

As part of the 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 for researchers around the globe to aid them in their client relationships

Key Responsibilities

- To take complex questionnaires from researchers and script them using YouGov's bespoke scripting software in an accurate and timely manner.
- Testing survey logic to ensure that it is error free.
- Proactively 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; assisting the Head of Data Operations in ensuring that all service requests are assigned to a scripter
- Using experience to liaise with internal clients, demonstrating by example to the more junior members of the team the best way of providing assistance to researchers
- Assisting the Head of data Operations in introducing and maintaining efficiencies within the department
- Supporting junior members of the Survey Scripting team with any training needs on a day to basis
- To maintain excellent record administration so as to have an accurate log of work carried out as part of the service

General

- To ensure all reporting and management requests are accurate and delivered on time
- To ensure both internal customer and panel satisfaction and to represent YouGov Plc in a professional and ethical manner at all times. To ensure queries not relevant to the department are passed on to the relevant contact or department promptly
- To protect YouGov Plc in all customer relationships and act with integrity at all times

Skills required

- Fluent in English
- Familiarity with some sort of computer language or web-design coding (e.g. python, HTML, CSS, JavaScript)
- Degree in an IT-based subject, or evidence of a similar level of computer skills
- Teamwork

- 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

Preferred skills

- Good HTML, CSS and Javascript skills
- Familiarity with any or all of: Photoshop, Flash, Actionscript, XML, SQL, ASP, PHP
- High level of proficiency with MS Office, especially Excel

Personal attributes

- Self-discipline
- Self motivation
- Positive attitude
- Excellent organisational skills
- Professional attitude

Education and qualifications

- Fluent written and spoken English

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 saqi.sheikh@yougov.com