

Survey Scriptor

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

YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for an entry level Survey Scriptor to join our busy Operations department in London. No previous experience is necessary but a computing, or similar background, is vital. As part of a 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 and first line scripting support to users of the survey scripting system in the YouGov business.
- To demonstrate a good understanding of the role of Operations as a service department and its functions within a Market Research company.
- To be instrumental in providing those services efficiently and effectively.

Key Responsibilities

- To take complex questionnaires from researchers and script them using YouGov's bespoke scripting software in an accurate and timely manner.
- To provide support to all other system users who are not experienced scripters.
- To identify new areas of development for the scripting solution and provide suggestions to the Lead Technical Creative.
- Testing survey logic to ensure that it is error free.
- 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.

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

- Familiarity with some sort of computer language or web-design coding (e.g. 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
- Knowledge or experience of any area of market research would be an advantage

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 vacancies@yougov.com