

Job Specification

Job Title: **Project Manager**

Location: **London Office**

Research Now Plc is one of Europe's fastest growing businesses in the market research sector, and is a leading online fieldwork and panel specialist. With offices in Europe, the US and Australia, plus a growing network of consumer research panels in 20 countries worldwide, the business is a dynamic, fast-paced environment which offers a lively and stimulating place to work.

Overview of Job Responsibilities

Reporting to the Service Delivery Manager, the Project Manager will take primary responsibility for the overall management of individual projects and will be the main client contact for project service delivery. The Project Manager will be responsible for ensuring the delivery of robust, error-free data to the client to schedule.

Responsibilities Include:

- Co-ordinate project kick-off with client to check project specifications and schedule
- Check questionnaire prior to scripting for suitability and adapt to online format, check screening criteria against project specifications, sense and routing checks, and demographic information required
- Brief survey programmer prior to set-up
- Check online survey is working and co-ordinate any amendments with client and programmer
- Co-ordinate questionnaire translation when necessary
- Specify sampling volume and selection criteria
- Write email invitation to the survey
- Clear survey for launch and co-ordinate email send with IT
- Monitor survey progress, update client, highlight any problem areas and propose solutions
- Co-ordinate survey closure and data preparation with DP. Deliver data/tabs to client
- Close project, informing finance for invoicing and programming/IT for panel rewarding

Required skills/attributes:

The ideal candidate for this role should have the following skills and abilities:

- Market research experience - as the person with primary client contact they need to be able to 'speak the same language' as the client, understand the project specifications, provide advice on questionnaire design, highlight and resolve instances of 'scope creep', identify other potential problem areas, specify the sample selection criteria, manage quotas to deliver the optimum sample to the client whilst protecting the panel, identify and resolve fieldwork problems at the earliest opportunity. Suitable for someone with 3+ years experience currently working as a Senior Research Executive, Research Manager or Associate Director
- Proven project management skills - with the ability to manage multiple projects and deliver complex projects to tight deadlines
- People management skills - capable of training, supervising and managing project executives
- Client management skills - tactful, resolute, committed to providing excellent customer service
- Communication skills - with client, client service, programming, data processing, IT, translation agencies, coders, etc.
- Team player - the person will work closely with all departments in Research Now

It will be advantageous for candidates to have the some or all of the following:

- Online research experience
- Good understanding of data delivery formats and experience of checking and verifying data
- Understanding of survey scripting (CATI, CAPI, CAWI)
- Foreign language skills

Limitations of the Role

Research Now supplies online sample, fieldwork and data to its clients. The majority of clients are other market research agencies. Usually it does not participate in the project design phase or the data analysis and reporting stage.

Contact:

Please supply your CV and a covering letter addressed to:

Suzanne Hogger at Research Now. Email: suzanne@researchnow.co.uk

Unfortunately due to the high number of CVs we receive we are only able to respond to those candidates that we are able to take to the next stage. We wish everyone success in his or her job search.