

RESEARCH ASSISTANT - SURVEY CREATION AND DELIVERY

Salary	In the region of £18,500
Location	To be agreed, but combination of WFH and Taunton head office
Job type	Permanent, full-time
Working hours	37.5hrs across Monday to Friday. Additional hours may be required.
Start date	ASAP

Interested in how consumer surveys are designed and created? Have a keen eye for detail? If yes, then our Survey Creation and Delivery role could be just what you're looking for.

Please note that due to Covid-19, we are currently all working from home and will be conducting all our interviews via telephone and video calls

ROLE DESCRIPTION

In this role, you will be working with our Panel Client Services team. The team creates and administers consumer surveys designed to measure audience viewership, attitudes and behaviours. The data collected is used by TRP Research to help our clients make evidence based strategic and tactical decisions. We run several Panels including trpsurveys.com, surveypraeg.com, panelcyfryngau.cymru, and mediaopinionsireland.ie.

You'll be working in a busy environment with daily and weekly deadlines so it's important you feel comfortable prioritising and working in a time pressured way. Having good written and verbal communication is also key as you'll be working closely with the wider Panel Operations team. As well as using Excel, you'll be using software such as Tivian (formerly Questback) so having prior experience is desirable but full training will be provided.

Specifically, you will be responsible for:

- Online survey creation using Tivian's Survey tool
- Updating daily and weekly surveys and conducting checks
- Uploading new TV and Radio schedules - weekly and daily where applicable
- Providing HTML for the surveys - both copying from Excel files and writing own

Our in-house training and Development Scheme will support you in this journey. Current team members have developed from similar positions to senior positions within this team.

SKILLS AND EXPERIENCE

We're looking for someone who has:

- A good understanding of Microsoft Office package, in particular Word and Excel
- Time management skills, ability to manage several projects /tasks and prioritise these accordingly
- Strong written and verbal communication
- Excellent attention to detail and can demonstrate this through previous data checking and proofreading experience
- Basic understanding of survey design principles and may have experience of conducting research or surveys
- HTML skills desirable but not essential

CHARACTERISTICS

We're looking for someone who:

- Enjoys routine tasks
- Is able to follow clear instructions and to use initiative when required
- Is keen to learn and develop
- Is enthusiastic and approachable
- Is conscientious
- Is comfortable working both within a team and autonomously