

Job Description

Updated Sept 2019

Job Title Survey Scripter	Band Consultant	Date September 2019
Job Holder(s)	Reports to Associate Director, Ecorys Survey	

Job Purpose

Experience in survey programming in 'Confirmit', scripting quantitative UK, EU and International surveys across CAWI (web), CATI, CAPI and postal methodologies. With strong knowledge and experience of working with Confirmit, you need to be proficient in the design of surveys, filters, quotas and the exporting of data.

An ability to utilise SPSS, Excel, Microsoft office and other data processing tools as part of our data processing activities is essential as is being able to handle large data sets.

As part of the policy and research team at Ecorys UK you will liaise with survey project managers, policy and research consultants and analysts internally, and our suppliers externally, helping to further improve survey design and management procedures and practices. Thus, experience of working in social research is desirable, but not essential.

The role provides key technical support in the delivery of survey research, evaluation and consultancy projects within the Policy and Research team, which works across the UK, European, and international markets. Survey testing and quality assurance is an essential part of the role and you will part of a team ensuring that our scripting produces the best quality survey research possible.

Our survey team provides innovative technical advice on survey solutions design, the role is an integral part of this team, thus being an open, visible and sociable communicator with strong written and oral communication skills is essential. The successful candidate would be positive, calm, forward thinking, dynamic, ambitious and receptive to new processes and ways of working.

The post will be based within our survey team based in our London or Birmingham office and will focus on delivering a wide range of survey projects to a variety of public and third sector clients.

Dimensions

Financial none

Staff none

Other none

Principal Accountabilities/Tasks

You must have:

- A strong background in survey programming/Scripting in Confirmit as well as having

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- an eye on creativity in designing survey solutions
- Relevant work experience within a market research or social research environment and a good working knowledge of market research methodologies are essential.
- The ability to understand survey logic, identify logic errors, and make logic recommendations and communicate these to survey project managers and our stakeholders
- Intermediate level skills with Excel and SPSS skills are required and a working knowledge of xml, html and javascript with the ability to grow your skills in these areas
- Excellent attention to detail and a high degree of numeracy to deliver quality survey scripts are provided on time i.e. setting up samples and quotas correctly
- Distribute surveys, monitor responses support fieldwork updates and send out survey reminders
- Process, clean and validate data generated through surveys and confirming accuracy of data sets into Excel and SPSS
- Support and quality assure survey data deliverables and work closely across the survey team to deliver best in class data collection services
- Grow your knowledge of data analysis techniques and insight generation is a plus
- Support and follow established standards and procedures with an eye on continual process improvement across our survey functions
- Good analytical and interpretative skills, attention to detail, inquiring creative mind and plenty of enthusiasm for delivering data collection solutions to challenges
- Great organisational and communication skills with the ability to be flexible, prioritise, multi-task and deliver on time in a deadline driven working environment
- Bachelor's degree (preferable Master's Degree) or a comparable degree

Qualifications & Experience	
A numerical degree (e.g. Maths, Statistics, Economics)	Essential
A numerical post-graduate degree (e.g. Maths, Economics)	Desirable
Experience	
Recent experience of working in a consultancy or market/social research environment	Essential
Experience of effective process management and project management	Desirable
Skills and Knowledge	
Experience of Confirmit SPSS and Excel	Essential
Ability to organise, analyse and evaluate complex data	Essential

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Flexible, enthusiastic and proactive approach to work	Essential
Technically minded and able to support our Survey Platform	Essential
Knowledge of relevant software packages (incl. Excel, SPSS, web survey software)	Desirable
Good time management and ability to meet deadlines	Essential
Commercial awareness	Desirable

Organisation

Additional Information
None

Competencies	
Win Work	<ul style="list-style-type: none"> Contributes to securing follow-on or add-on work from internal and external clients
Win Work – Client Development	<ul style="list-style-type: none"> Ability to monitor client contact to develop excellent customer care and future opportunities (internal and external) Attend events to develop knowledge and awareness of clients / competitors and to develop working relationships Able to manage small to medium client development on day to day basis
Deliver Results – Technical and Content	<ul style="list-style-type: none"> Excellent written, numeracy/analytical and IT skills Strong technical skill set in survey scripting Able to develop processes and interpret/manage ambiguity of processes Aware of budgets, deliverables and meeting timelines Awareness of clients within the sector and demonstrates knowledge within own survey business area
Deliver Results – Project Delivery	<ul style="list-style-type: none"> Confidently communicates with internal clients and from external clients as required Manages some of the project and the team to ensure timely delivery of work Provides high level of quality work and reviews quality of work by others (e.g. suppliers) Confident to raise concerns if issues likely to impact negatively on implementation

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Lead & Manage - People	<ul style="list-style-type: none">• Manages oneself and that of other staff/suppliers• Manages effective performance of self and suppliers• Manages own objectives and development needs• Shows the ability to organise and prioritise own workload and raises concerns or issues to senior if problems occur
Lead & Manage – Business Strategy	<ul style="list-style-type: none">• Understands the company strategy and how their objectives support the delivery of the strategy• Feeds up with ideas to assist with business strategy

Job Holder Signature:	Date
Managers Signature:	Date