

JOB DESCRIPTION

Job Title	Assistant Survey Project Manager	Grade	1
Reports to	Associate Director	Date	May 2024

Job Purpose

Our range of work range supports local and central government clients, by providing large scale National, European, and international monitoring and impact evaluations as well as communications and grant management programmes. We work across a range of social policy areas including education, employment, children, young people and families, health, and wellbeing.

We are looking to recruit an Assistant Survey Project Manager to provide wide-ranging data collection project support within the Ecorys Survey team who deliver data collection projects and surveys such, online interviews European telephone interviews, Grant management data collection support, UK face to face interviews and postal surveys.

Ecorys Survey provide data collection and delivery in the support of research, evaluation and consultancy projects across the Policy and Research team, as well as our Communications and Project Management teams all of which work across the UK, European and International spheres.

You will focus on supporting the delivery of a wide range of survey data collection projects to a variety of internal and external clients.

Principle Accountabilities/Tasks

- Assisting the survey Associate Director and team with all aspects of the day-day running of the survey centre
- Supporting the day-to-day operations of survey and data collection projects from a range of Ecorys teams across the business and providing holiday cover for other members of the survey team
- Answering and supporting requests from project managers and scripters including supporting our helplines and help inboxes from responders to our data collection projects as well as queriers and questions from face-to-face supervisors and telephone interviewers
- Supporting our internal clients with queries and questions about the projects we deliver
- Supporting data cleaning, survey checking and questionnaire timings including survey data reviews across our projects
- Preparing regular progress updates on projects for our internal clients and supporting queries and troubleshooting
- Liaising with a range of dedicated suppliers
- Checking electronic survey questionnaires for accuracy and learning how to conduct questionnaire technical reviews
- Providing admin support to all methods of data collection that are run through the survey centre

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- Preparing work packs for our interviewing teams, briefing them on projects and handling day to day queries about their work
- Administering shift availability for our telephone interviewing teams
- Preparing and administering checks on pay claims for our telephone and field teams before they are sent to payroll for processing
- Supporting quality control administration and remote monitoring/quality control across projects to quality standards and protocols
- Booking travel, meeting rooms and co-ordinating diaries for the survey team and our internal clients
- Supporting the general day to day and operation and administrative needs of the survey team and the Policy and Research division

Qualifications & Experience

Essential

- GCSES (or equivalent) including Maths and English, grades A-C (essential)
- Previous experience of project support and administration in private, public or academic sector
- Excellent organisational skills with a very high degree of accuracy and prioritise in a demanding environment
- Ability to prioritise and multitask in a multi project environment.
- Flexible, enthusiastic, and proactive team approach to work and learning new skills.
- Ability to work to deadlines and prioritise a range of projects independently, proactively and in conjunction with the survey manager/other members of the survey team.
- Intermediate Outlook, Word, and Excel skills.

Desirable:

- Experience of working in a consultancy or market research business/survey business