

## Client Services Manager

Reporting to: *Director of Client Services*  
Department: *Data Products (BrandIndex & Profiles)*  
Location: *London*  
Contract: *Full-time, Permanent*

We already know so much about our customers, and their customers! You'll be joining an industry-leading team responsible for YouGov's Plan & Track solution including our segmentation and media planning tool and the ultimate tool for measuring brand perception, daily. Powered by our connected data vault, which holds over 200,000 data points, collected from YouGov panelists, we can provide multi-channel data sets with greater granularity and accuracy than ever before. This dynamic and successful team has a passion for seeing their clients succeed by finding the stories in the data and translating them in meaningful and engaging ways.

### What will I be doing day to day?

- Maintaining, servicing and taking personal responsibility for an existing client base, delivering exceptional client service at all times
- Liaising effectively with clients and collaborators, acting as key contact for day-to-day aspects of a client's subscription
- Coordinating and managing different deliverables for clients, ensuring deadlines are met and all work delivered meets objectives
- Delivering training, working with clients to design and implement training plans that ensure the success of our clients subscriptions
- Advising clients on best solutions for their projects, balancing client needs with YouGov commercial goals
- Be a subject matter and product knowledge expert, confidently explaining general market research and data principles, product methodology, and data application
- Maintaining a high standard of knowledge of marketing and research matters gained through engagement with the industry, to keep on top of news, developments, information, journals, magazines
- Producing reports and presentations that provide real value for clients
- Line management of 1 – 2 employees
- Coaching and mentoring junior members of the team
- Support senior management in growing the department and team, and taking responsibility for promoting the department both internally and externally

### What do I need to bring with me?

- 4+ years client services or account management experience in a market research, data, insights or marketing role
- Excellent interpersonal skills
- Strong initiative, negotiation and influencing skills
- Problem solving, analytical and numerical skills

#### Small Print

Please note that this is not an exhaustive list, and we need you to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the business' needs. YouGov therefore reserves the right to vary your job description in consultation with you.



- Proactive client management skills
- Commercial acumen
- Ability to deliver results, meet deadlines and manage time effectively
- Excellent client focus and handling skills
- Excellent PowerPoint and report writing skills
- Experience coaching and mentoring / sharing experience and knowledge

### Some additional information . . .

This is a full time role (37.5 hours a week), based at our London Head Office in super-cool Old Street. Our [candidate info pack](#) will tell you all about our company benefits and what our work culture is like – have a read!

Also, check out the products section on our [website](#), and why not try the Profiles tool [here](#)?

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