

Are you our new Senior Survey Scripter in the Operations Team?

We are Efficient, Process driven and Determined! Operations at YouGov handles delivering scripts, tables, PowerPoints and other custom deliverables in an efficient, practical and standardised way. We are a group consisting of the scripting team, data processing team and the reporting team. Our role is to deliver these services to all areas of the business. We are an incredibly proud department and our work speaks for itself, from the global centralisation of operations to developing our own data processing software to help deliver on a large scale in the most efficient and productive way. In charge of these objectives are a bright and highly motivated team that is focused and driven to achieve these goals.

What will I be doing?

As part of the Global Operations team, your overall objective will be to provide expert scripting services for researchers to aid them in their client relationships. This vital work, on a variety of topics, will provide quality operational support to ensure that our high standards are maintained. Alongside other survey scriptwriters and data processing executives, you will be part of an operations team that strives to produce accurate results every time, and supports the rest of the company in delivering innovative and robust research solutions.

You will take complex questionnaires from researchers and script them using YouGov's bespoke scripting software in an accurate and timely manner, test survey logic to ensure that it is error free. Using your experience, you'll liaise with internal clients, demonstrating by example to the more junior members of the team, the best way of providing assistance to researchers. You will manage your own workload to ensure that deadlines are met and standards are achieved.

You'll use your experience to support junior members of the team with any training needs on a day to day basis and assist management with introducing and maintaining efficiencies within the department.

What do I need to bring with me?

You will be a logical, motivated graduate (computer science, statistics or mathematics) and a team player with excellent communication skills (written and spoken) and first class attention to detail. You will take a natural pride in your work and be full of initiative and passion. You'll enjoy solving problems in an innovative, creative and structured manner and have strong analytical and numerical skills. Along with being able to deliver results, meet deadlines and manage time effectively.

In terms of technical skills, ideally you will be familiar with some sort of computer language or web-design coding (e.g. python, HTML, CSS, JavaScript) and be able to pick up new systems and programming language quickly. Experience in a market research operations role (survey scripting) is essential.

A couple more things...

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 our [website](#) for more information about the work we do.

P.S. If you've read this and realised that the role isn't for you, could you recommend someone you know?