

## **Job Role guide**

- 1 Job title Temporary Account Manager (Maternity Cover) 6 months
- 2 Department/Section Client Relations Team
- 3 Main purpose of job To assist with the delivery of market research within the education sector. The position will involve dealing with contacts in universities and colleges on a daily basis.
- 4 Key result areas/key tasks/main duties

1. Liaising with clients
2. Managing client relationships
3. Managing end to end research projects
4. Accurate delivery of online surveys
5. Managing fieldwork and helping to increase survey response rates
6. Brief Internal analysts to guarantee accurate data delivery
7. Work in teams to produce, prepare and present results
8. Overseeing data analysis
9. Close liaison and reporting to the team
10. Grow and expand new and existing client relationships

## 5 Responsibilities

To oversee all aspects of the research process including the client relationship, survey implementation, fieldwork management, analysis and delivery of results. To work closely with the Head of Client Relations to ensure that team goals are achieved.

- 6 Responsible to (reporting relationship) Head of Client Relations

## Person specification

### Attainments/competencies

Good numeracy skills and excellent communication skills are required as is an interest in the education sector. Previous tangible and demonstrable experience of market research – preferably managing continuous research programmes.

## Person specification

1. Graduate from HEI or equivalent
2. Team player

3. Fantastic initiative
4. Excellent communication skills
5. Attention to detail and highly accurate
6. Good organisational skills
7. Ability to work under pressure and to deadlines
8. Positive outlook
9. Accurate and reliable
10. Great phone manner
11. Excellent numeracy skills
12. Ability to learn quickly
13. Able to use Microsoft Word, Excel, Outlook and PowerPoint
14. HE knowledge an advantage, but not essential