



# Research Executive (Programming)

## The role

Survey programmers at Vanson Bourne are responsible for scripting surveys, supporting with data processing and report creation. As well as staying up to date with industry developments, the continuous development of our templates and scripting library and driving forwards innovation projects. Survey programmers work as part of the Operations team, supporting the team with Forsta (Confirmit) related tasks, problem-solving for surveys and reports and sharing technical knowledge.

## Main duties:

- Accurately programming surveys and making post-pilot changes to surveys, meeting the project specification, questionnaire draft and deadline
- Develops and maintains survey and reporting templates to suit requirements
- Proactively develops use of survey and reporting software to improve survey and report design, functionality and efficiency of programming
- Reviews programming operational processes and scripts, recommends and implements automation opportunities
- Programs large/non-standard data manipulation tasks
- Works with teams to develop new reporting solutions as required
- Programs more complex data reports within reporting platforms
- Responsible for suggesting and investigating improvements to internal processes and methods of working
- Supports Operations team with non-standard Forsta-related tasks as required as well as ad hoc non-project activities
- Troubleshoots and supports Operations team with Forsta-related tasks
- Effective and independent management of deadlines and workload
- Effective communication with project team(s) and external suppliers
- Awareness of Operations team resource and capacity and proactive with prioritising own workload effectively to support the team's overall needs
- Peer reviewing other team-members work to ensure the Operations team delivers work to the standards required
- Applying best practice knowledge to survey design, reporting and project work



## Accountabilities:

- Programming surveys, post-pilot changes, non-standard data manipulation and non-standard reports
- Developing the use of survey and reporting tools to improve efficiency and utilise new developments
- Resolving Forsta-based problems for surveys and reports
- Working to a satisfactory standard or above
- Effective communication and collaboration with other teams

## Financial Management:

- Required to monitor internal time spent on project work against the time allocated for each project

## Training and Development:

- Required to share technical knowledge with teams and provide ad-hoc support as needed
- Delivers Forsta-focused training and support for Operations team on an ad hoc basis as well as Forsta-focused training for new members of the Operations team
- Proactive with keeping abreast of changes and development to the software and sharing changes with teams
- Required to maintain and improve their level of knowledge of the survey and reporting software and other software tools as required

## Relationship Management:

- Required to build and maintain good, professional working relationships with other teams within Vanson Bourne
- Required to build and maintain good, professional working relationships with relevant suppliers
- Responsible for suggesting and investigating improvements to communication and relationships with other teams and external suppliers
- Required to contribute towards successful client relationships where appropriate

## General:

- Working with little supervision from the Associate Director to deliver project work meeting the project specifications
- Demonstrates teamworking and is proactive in supporting other team members with their workloads when needed

## Skills and experience gained in this role:

- Development of new processes and methods of working with existing software tools and implementing new software tools
- Best practices for Market Research, survey and report design
- Experience of resolving technical scripting issues, and supporting and mentoring junior members of the team
- Experience of managing commercial relationships and supporting management team with commercial decisions
- Bespoke Continuous Professional Development (CPD) created with objectives that are unique to the role and the individual, to encourage professional development
- Potential to study for the Market Research Society Advanced Certificate (if not already certified)



## Other benefits:

**Holiday:** 25 days of annual leave each year, plus bank holidays off. Holiday entitlement increases in line with length of service (up to 30 days)

**Bonus:** Potential to earn up to 8% of their salary per annum, depending on individual performance and the company performance

**Healthcare cash plan:** Providing employees money towards the costs of everyday healthcare (optical, dental, treatments)

**Working arrangements:** Flexible working allowing team members to work from home with the requirement to work from the office a minimum of 20% of the time. Working hours typically 9am-5pm with one hour lunch break, with core hours 10-4pm

**Training:** Support with gaining the MRS Advanced Certificate qualification

## Qualifications and experience we're looking for:



Proven track record of creating online surveys in Conconfirmit, working with quantitative data and report programming



Proven and significant experience working with JavaScript scripting in Conconfirmit



Some knowledge of other programming languages (Python, HTML, CSS, SQL, jQuery)



Excellent problem-solving skills



Proven capabilities in the following key areas; accuracy and attention to detail, teamworking, proactive deadline management, proactive workload management, effective communication, knowledge of market research best practice, using online survey software, providing support and guidance for other team members

## Interested?

Get in touch with us today!

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