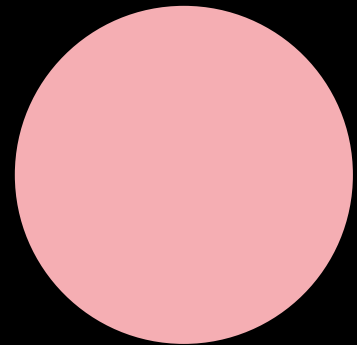
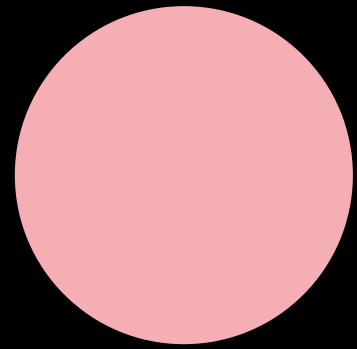


13 June 2022

Savanta UK

**Role Specification:
Consultant,
Client Services**



Classified: Private

Location: London

Business Area: Operations

Reports to: TBC

The Role

Consultant | Client Services | London

This position sits within the UK Operations team, specifically the Client Service Team.

Consultants play a hands-on role in the delivery of high-quality research projects, applying their knowledge, expertise and analytical skills to support clients in better decision-making. Working across multiple projects simultaneously and have exposure to all core functions. On larger projects they may act as the project lead or work with a project lead. On smaller projects they will lead the day-to-day on the project with limited oversight, and a remit to develop their role such that they become the 'go to' person for the client on the account.

The role is predominantly focused on online quantitative data collection and fieldwork, although knowledge of other methodologies is beneficial.

Client Account/Stakeholder Management & Delivering Projects

- *Overall:* Takes the lead on the project management of client projects; Supports other team members in the successful delivery of projects and smooth running of client accounts
- Take full ownership of high complexity projects, with responsibility for complete end-to-end delivery of high-quality research data collection through:
 - Taking a consultative approach with clients while setting up projects
 - Utilising bespoke technology to script surveys and visualise data outputs
 - Managing fieldwork progress of multiple concurrent online market research projects
- Manage account relationships with a focus on providing excellent client service
- Attend and contribute to client meetings as required
- Contributes to growing client accounts while maintaining existing client relationships

Cost management & Commercial

- Demonstrates awareness / understanding of business / commercial thinking
- Joins new business meetings and calls
- Managing project budgets/costs
- Monitors project costs and raises issues where costs (time/ direct) exceed budget

People & Team

- Organise and contribute to internal training / skill-sharing sessions. Share tried and tested approaches with wider team to encourage brainstorming and idea sharing
- Provide day-to-day project support to fellow team members
- Meets company expectations and displays company values

Personal Development/ Profile at Savanta

- Has solid knowledge of research methodologies
- Developed experience of Savanta platforms and is actively involved in development and improvement of the systems
- Is familiar with the key clients of the vertical
- Is an active member of the team and engages in presentations/ discussions
- Raises the profile of the company through posting/ sharing content on LinkedIn, social media, etc.
- Good communication skills - confident speaking to people at different levels (i.e. internal and external clients both junior and senior)
- Ability to prioritise and effectively manage multiple tasks simultaneously

About You

A Consultant is a team member who carries out the day to day work of the business and who is beginning to lead and develop client relationships.

Consultants have a strong working competency of the Savanta systems. They are expected to share knowledge around the team and to self-organise with their peers, whilst developing their own skills in new directions.

Strong consultants successfully balance many competing demands on their time and get everything done to a high standard whilst beginning to develop an external presence with clients.