

Job Title:	Workplace Survey Analyst	Reports to:	Client Services Manager
Location:	London	N. of Direct Reports:	0



THE ROLE

For the individual with the right combination of experience and personality, this is a very rewarding and important role in an international research and management consulting practice. You will be part of a small team (one manager and two analysts) responsible for coordinating employee surveys and the timely and accurate delivery of client reports and consulting and training related services. You will be expected to achieve this by the development of excellent relationships with clients and colleagues.

You must have an excellent knowledge of business software (Excel, PowerPoint), have good working knowledge of CRM software, and the capability to become a super-user of the bespoke software used for managing the Institute's employee surveys. You must have strong organisational skills, be very numerate, a good communicator, diplomatic and tactful while dealing with sensitive information and possess the ability to work well under pressure.

RESPONSIBILITIES

- Managing day-to-day client interactions and internal processes to ensure perfect completion of client engagements;
- Bringing together and managing operational aspects of the Institute's specialised workplace consulting projects
- To set up and deliver employee surveys and consulting services in accordance with the agreed specifications, technical standards and timeframe;
- To use Great Place to Work® software (CRM) and proprietary software (training will be available) to manage and monitor employee surveys;
- To produce reports, statistics and graphs using existing Excel and PowerPoint templates and provide input to their future development;
- To ensure client services are delivered in a timely manner by requesting source documentation promptly, managing the workload and liaising with both clients and colleagues to ensure effective communication;
- To maintain excellent communication with clients in progressing their services and facilitate the most efficient delivery possible under the circumstances.
- To liaise with consultants to deliver consulting projects including delivery bespoke reports and data analysis and gather relevant Best People Practice for specific projects;
- General administrative tasks in terms of supports to the office's ongoing operations, supplies and materials.

**Please note that the duties and responsibilities within this role may change over the course of employment, which will require flexibility.*

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THE INDIVIDUAL

- Previous experience of working across all levels of seniority within a professional services environment;
- Computer literate, with a desire to learn new IT systems; numerate and confident in dealing with large amounts of data;
- Advanced knowledge of Excel is an asset ;
- Ability to use own initiative and problem solving skills to provide an effective support service to Client Insights managers;
- Good time-management and organisational skills; a close attention to detail; the ability to prioritise workload and work under pressure to tight deadlines;
- Good interpersonal and team-working skills and the enthusiasm to work in a client-centric environment;
- Tact and diplomacy;

PROFESSIONAL QUALIFICATIONS

- 2-3 years of relevant experience and able to demonstrate outstanding operational skills and potential to develop within a professional services company environment;
- Educated to minimum bachelors degree level ideally in a business related subject from a recognised University;
- 2 years of references available on request.

KEY CHALLENGES

- High standards expected;
- Must deliver client reports on time and specification consistently;
- Engender a feeling in clients that they are receiving a high quality service from people who are genuinely interested in their personal and professional well being;
- Foster innovation in tool, process and product development

SKILLS AND COMPETENCIES

IT SKILLS	ESSENTIAL			DESIRABLE		
	<i>Basic</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Basic</i>	<i>Intermediate</i>	<i>Advanced</i>
Power Point			x			
Excel			x			
Outlook		x				
Word		x				
Other						

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Great Place to Work® Institute

Our mission is to improve society by creating better workplaces

The **Great Place to Work® Institute** is a global research and management consultancy with operations in 45 countries and expertise in workplace assessments and transformation. The Institute is different from most consulting firms. We are a commercial organisation with a social mission. For over 25 years, we have been assisting organisations across the world to make changes to their workplace culture and environment with the overall goal of creating a better society of happier workers.

The three keys to achieving our mission:

Best Workplaces Programme

We research, identify and recognise outstanding workplace cultures worldwide, including 18 national programmes in Europe. Based on the views of over 1.8 million employees, the programme is the world's largest study of workplace excellence and people management practices. The findings are published annually in prestigious media channels, such as the Financial Times and Fortune. Being much more than rankings, our programme is designed to equip organisations with the knowledge and tools that they need to create a healthy workplace and an engaged workforce.

Consulting Services

We have developed a wide range of assessments, proprietary tools and practical ways to engage the staff and to help organisations to turn their workplace environment into a powerful source of competitive advantage. Our qualified consultants provide customised services, such as training workshops, advisory support and consultancy services to improve your workplace culture.

Education services

We share what we have learned while interacting with progressive workplaces across the globe, through impactful research papers and events for people management practitioners and business leaders.

Our approach

At the Institute we pride ourselves on our forward-thinking approach to help organisations to achieve their personal best:

- We focus **on strengths as the building blocks** for improvement; every organisation does something well, and we'll help you to recognise it.
- We are committed to **positive recognition** - we believe everyone can learn from what others are doing right.
- We work with senior leaders and managers at all levels within a organisation to support the **transformation process**.
- We are committed to building your **internal capabilities**, not your dependence on us.

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