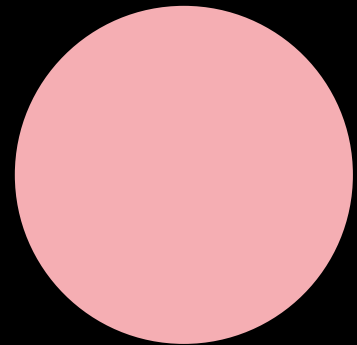
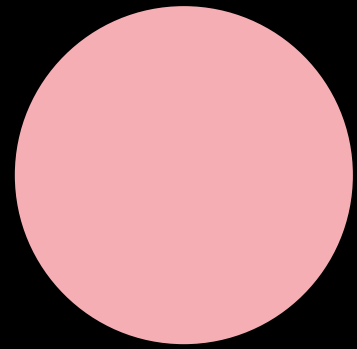


Savanta

**Role Specification:
Associate Director |
12 Month FTC
(Maternity Cover)**



Classified: Private

Location: London (Hybrid, 1-2 days per week onsite)

Business Area: Clariti / Operations

Reports to: Senior Director +

About the Role:

Associate Director | Client Services, Agencies/Clariti | London

This position sits within the UK Operations team, specifically the Clariti Client Service Team. The team will predominantly service new business along with legacy client accounts.

This role would be working for our new brand, **Clariti**, the Agency for Agencies. We're a challenger brand looking to make a big impact and innovating heavily in our tech and product offering for clients. Our flexible, consultative approach to project delivery allows our clients to work in a way that suits them. Offering audience access, online survey programming, data dashboard solutions and advanced analytics, Clariti delivers high-quality, reliable data on every project.

With a focus on leading a team by example, ensuring Savanta always puts their clients first and operational efficiency; You will oversee small to medium-sized client relationships, lead on the day-to-day of large projects, particularly in the field of online quantitative fieldwork.

Outside of core project work and client development, you will help to drive improvements across the team, such as developing new propositions, engaging in marketing activities, and developing team culture.

This role is a 12-month Fixed Term Contract.

Client Account/Stakeholder Management & Delivering Projects

Overall: Has day-to-day responsibility for planning and managing extensive number and range of projects (>100) to support the delivery of a substantial proportion of our Clariti revenue target

- Take full responsibility for all projects being run within your team, being an escalation point for the client and account director when issues occur and working with your team to find the right solution for each situation
- Take full ownership of high complexity/high profile projects, with responsibility for end-to-end delivery of high-quality research data collection
- Support Client Services Director with strategic decisions regarding the team with how it best services its clients, and the direction and shape that the team takes in the future
- As part of the Savanta management group you will be responsible for realising the business goals and will be expected to plan strategically to successfully achieve these goals
- Drive business growth by establishing strong relationships with existing clients and maximizing their spend with Savanta, while building partnerships with new clients when onboarding opportunities occur
- Onboard new clients ensuring a first-class experience and embedding them into our systems and processes (such as AllVue and any other tools)
- Has in-depth knowledge of all Savanta tools with the ability (when needed) to showcase and demonstrate to clients to ensure efficient and effective ways of working, as well as helping drive client commitment and engagement

Cost management & Commercial

- Ensure that the team is maximising profitability during the life of the project
- Accompany the RIC/ commercial team to new business meetings, and supports them on calls
- Contribute to pitch and proposal writing for new business
- Responsible for the delivery of client projects with a net revenue c. £2.5m

People & Team

- Career manage a team where you will provide day to day operational support to the team, alongside guiding each consultant towards their own personal development goals
- Manage day to day workload volumes, assigning incoming work to available resource and balancing workload across the wider team
- Mentor and train new team members
- Take full ownership of your team and the team's workload
- Facilitate and lead collaboration between your team and other teams across the business, with the goal of enabling the best possible service to our clients
- Act as a positive role model for the team
- Deliver training on some aspects of market research, and support with training on core technical skills

Personal Development/ Profile at Savanta

- Has good knowledge of key industry sectors and is familiar with the key suppliers in relevant sector(s)
- Educate others through the analysis and presentation of data and insights
- As a face of Savanta in the marketplace, you should embody Savanta's values and culture, while promoting how Savanta are changing how market research projects can be delivered
- High attention to detail
- Logical thinker
- Good communication skills - confident speaking to people at different levels (i.e. internal and external client's both junior and senior)
- Ability to prioritise and effectively manage multiple tasks simultaneously
- Good time management skills
- Confident using new and emerging technology
- Drive to seek improvements and challenge the norm

About You:

An Associate Director is a senior team member responsible for managing client account, project delivery, and the personal development of others.

Associate Directors have extensive experience in research operations and use this experience to improve the businesses efficiency and effectiveness. They take responsibility for supporting new business development, client account performance and the development of new ways of working and approaches to client needs.

Strong Associate Directors are able to deliver entire projects and are also budding Directors who will start to develop and execute large-scale profitable/cost saving strategies for Savanta.

A tech-first mindset is essential as we pivot from a traditional market research business into a cutting-edge technology-first insights company.