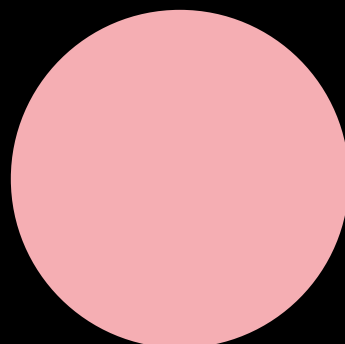
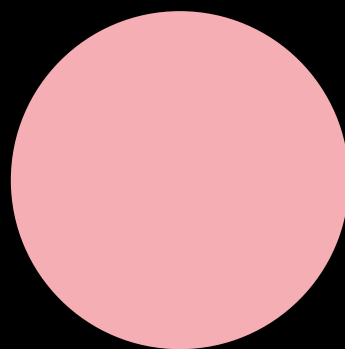


Savanta

**Role Specification:
Project Manager |
Client Services**



Classified: Private

Location: Toronto, Canada

Business Area: Operations

Reports to: Director +

About the Role:

Project Manager | Client Services | Americas

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

Project Managers 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 you become the 'go to' person for the client on the account.

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

Client Account/Stakeholder Management & Delivering Projects:

- *Overall:* Take a consultative approach with clients and our internal research team during the project setup stage providing guidance while troubleshooting any project challenges.
- Take full ownership of high complexity projects, with responsibility for complete end-to-end delivery of high-quality research data collection through:
 - Collecting, designing and communicating all key project scope information to key team members.
 - Project managing the set-up of projects.
 - Aiding with operations related questionnaire design queries.
 - Producing project timelines.
 - Planning project resource working across internal teams to enhance a collaborative team environment.
 - Proactively identifying project risks and developing risk mitigation plans.
 - Managing fieldwork progress of multiple concurrent online market research projects.
- Manage account relationships with a focus on providing excellent client service.
- Attending and contributing to client and research meetings as and when required.
- Contributes to growing client accounts while maintaining existing client relationships.

Cost management & Commercial:

- Demonstrating awareness / understanding of business / commercial thinking
- Working alongside our commercial team, acting as a source of advice on project feasibility
- Providing support for project pitches and proposals
- Managing project budgets/costs
- Monitoring project costs and raising issues where costs (time/ direct) exceed budget

People & Team:

- Work alongside senior team members to offer support across various requirements, including resourcing and supporting team members / colleagues.
- Mentoring new joiners and contributing to skill-sharing sessions.
- Producing robust project handover documentation
- Act as a positive role model for the team.
- Organising and contributing to internal training / skill-sharing sessions. Share tried and tested approaches with wider team to encourage brainstorming and idea sharing.
- Providing day-to-day project support to fellow team members
- Ability to prioritise and effectively manage multiple tasks simultaneously.

Personal Development/ Profile at Savanta:

- Has solid knowledge of research methodologies, specifically the project management of quantitative research
- 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
- Contribute positively beyond core responsibilities through initiatives like Career Management.
- Embody company values and meet performance expectations.
- Actively own personal development goals and work closely with managers to achieve them.
- Good communication skills - confident speaking to people at different levels (i.e. internal and external clients both junior and senior).
- Raises the profile of the company through writing marketing content for publication, and posting/ sharing content on LinkedIn, social media, etc.

About You:

A Project Manager 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.

Project Managers 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 Project Managers 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.

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