October 2026

Savanta

Role Specification: Project Coordinator

Classified: Private

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

Business Area: Client Services - Internal

Reports to: Associate Director

About the Role:

Project Coordinator | Client Services | London

The majority of work is expected to be focused on the Client Services team, although cross-team working will occur. The role is predominantly quantitative, although there may be exposure to other methodologies. As a Project Coordinator, the role will focus on learning and executing core research operations skills across a broad range of projects and clients.

Client Account Management & Delivering Projects

- *Overall*: Supports other team members in the successful delivery of projects and smooth running of client accounts
- Shows an understanding of good project management principles, operating in-line with the Savanta way of working; Completes the standard project tasks as per project workflow; Knows what stage projects are at, and where relevant documentation can be found
- Checks data files and scripts for errors, and test survey links before launch so that issues are caught before they reach respondents or clients.
- Coordinates commissioned projects, help fulfil project requirements, and keep project leads and clients clearly informed of progress, risks, and changes.
- Builds relationships with key stakeholders and work within a team across multiple departments, playing a key role in project success.
- Maintain clear, timely communication so that project leads, colleagues and clients understand project progress, priorities, risks and required actions.
- Coordinate multiple live projects effectively, ensuring tasks, deadlines and project information are managed accurately and efficiently.

New Business & Commercial

- Understands the importance of monitoring project costs and flag variances early.
- Ensures costs and timings are provided to the Research and Commercial teams and reconciles projects accordingly.

People & Team

- Build strong, collaborative working relationships across the team and with colleagues in other functions.
- Uphold Savanta's company values and meet its expectations for professional conduct and quality.
- Be a reliable team player who shares knowledge, picks up work when it's needed, and supports others to succeed.
- Seek guidance from experienced colleagues, ask how and why things are done, and learn from their approach to projects and clients.
- Contribute to a culture of continuous learning by documenting what you learn, sharing useful tips and handover notes, and taking part in knowledge-sharing opportunities across the team.

Personal Development/ Profile at Savanta

- Build a thorough understanding of Savanta's internal and external research and operations processes.
- Keep up to date with the market research industry through relevant news, publications, and reports, and bring useful ideas back to the team.
- Take ownership of your development goals, and work with your manager to set, track, and achieve them.

- Develop a full understanding of, and compliance with, GDPR and ISO 27001 requirements.
- Help raise Savanta's profile by sharing relevant content and insight on LinkedIn and other channels.

About You

A Project Coordinator is someone who is building their skills by facilitating the work of the wider team, while thinking carefully about where and how they want to progress. You'll be a driving force behind live projects, keeping work moving, keeping people informed, and building a clear understanding of how Savanta delivers research.

As a Project Coordinator you are expected to get involved enthusiastically with a wide range of tasks, from checking data and testing survey links to tracking costs and supporting colleagues, and to help the wider team make every client deliverable the best it can be. Being proactive, asking questions when requirements are unclear, paying close attention to detail, and staying organised across multiple deadlines will matter far more than knowing everything on day one.

Strong Project Coordinators bring a positive attitude at all times, a genuine willingness to learn, and a strong work ethic. They communicate clearly and early, take ownership of what they commit to, and work well with others. Beyond their day-to-day work, they are building their own point of view on where and how they will develop within Savanta, and they bring that thinking into their conversations with managers.