

VACANCY:	Client Service Director
COUNTRY:	United Kingdom
WEBSITE:	https://www.mdi-global.com
COMMENCES:	January 2022
EMPLOYMENT TYPE:	Permanent
LOCATION:	London, UK - Hybrid

About MDI:

MDI is an Australian owned multinational market research agency. We deploy market research via our proprietary mobile apps and utilise additional innovative technology for research deployment and analysis. We have offices in 7 countries (spanning from Australia, Africa, USA and UK) and deploy research across more than 40 countries around the world.

We focus on delivering insights to our clients in a fast, and cost-effective manner, while relying on technological advantages to ensure that the data on which these insights are based, challenges traditional research in its robustness, due to the in-the-moment nature of our research. We're a strategic insights consulting agency that conducts all types of insights-related work. We've carved out a reputation as the agency to work with when solid empirical evidence is needed to inform critical business and marketing decisions. We do this through a unique blend of evidence-based insights and consulting. Our philosophy is one of understanding our clients and the problem first, and then determining how to solve the business challenge in a way that's grounded in evidence. We play a hands-on role in helping our clients unlock commercial growth opportunities, evolve brand strategies, develop new ads and products, and inform social initiatives.

Our people are our lifeblood. We have a diverse team, from different backgrounds, who each see the world differently from one another. This is a beautiful thing that results in better outcomes for our clients, and a more enjoyable and intellectually rewarding process for us. We celebrate diversity, as it makes us stronger at solving problems and developing strategies for our clients.

About the role

This is a demanding role in a rapidly growing global company. It is typically "all-hands-on deck," as our small, cross-functional teams give full support to challenging projects.

Because our team is light, and we work in a virtual, agile way, you will find yourself collaborating with team members in Australia, Europe, and South Africa.

If this sounds like you, you're in good company, we'd love to explore the idea of having you as part of our team.

What requirements this role will need:

You will have:

- At least 10 /15 years' experience in senior level in a research agency
- Excellent analytical, reasoning, judgement and numerical skills, and the ability to make sense of data to create compelling recommendations
- The ability to work in a multi-disciplinary, collaborative, fast-paced environment
- A positive attitude, creativity and drive
- Strong verbal, written and interpersonal communication skills
- Strong relationship management skills, with an ability to build networks and influence stakeholders
- Creatively think of ways to optimise mobile data collection and drive response
- The ability to work as part of a team in collaborating, supporting, encouraging and challenging your team, as well as leading them from a hands on approach
- Work outside of defined parameters and be able adapt to situations as they change
- The ability to analyse data, write & visualise reports, as well as present these to clients and run stakeholder workshops

Core responsibilities will be as follows:

Programme & Project Management:

Responsible for the successful execution and management of projects:

- Execution of complex project plans, ensuring that required tasks are completed by a range of MDI team members and suppliers
- Development of strategic proposals
- Creating and compiling reports
- Leading projects from inception to conclusion
- Quality & compliance management for all stages of the programme
- Ensuring projects are delivered on budget and on time
- Briefing team for any in-market fieldwork agencies
- Build strong relationships with clients to ensure the best project outcomes for MDI
- Working with the client on quarterly updates to the survey
- Checking in with client during set-up phase on bi-weekly basis until project is established

Staff management

- Any new junior team members joining that are allocated to you as a direct report – you will be responsible for day-to-day management, development, KPIs, performance reviews etc.
- Coordinating MDI team members in Australia and South Africa (including panel management, scripting, and data processing) to ensure successful project delivery.

What we can offer you

- Career and capability development
- A variety of intellectually challenging and interesting work
- The ability to influence business decisions and shape strategy
- Tailored learning & development, with ongoing constructive and supportive coaching and feedback
- Opportunity to learn directly from senior leaders and partners
- Fun team events & social activities
- Market-leading flexibility – location and time of day

Training will be provided on the digital platforms, community management and engagement tasks.

APPLICATION LINK: <https://lnkd.in/gEQFErTw>