

VACANCY: Insights Manager
COUNTRY: Australia
WEBSITE: <https://www.mdi-global.com>
COMMENCES: ASAP
EMPLOYMENT TYPE: Permanent
LOCATION: Melbourne – Hybrid (home/office)

ABOUT MDI:

MDI: Driving Insights with Innovation

MDI (Mobile Digital Insights) is an Australian-owned multinational market research agency. We specialize in mobile in-the-moment research, pioneering research methodologies through our proprietary mobile apps and cutting-edge technologies. With a global presence operating across 50 countries, we deliver fast, cost-effective insights that challenge traditional research methods.

Innovation at the Core

Our in-the-moment research approach ensures robust, real-time data, empowering clients with evidence-based insights for critical business and marketing decisions. As strategic insights consultants, we blend empirical evidence with consulting expertise to unlock growth opportunities, evolve brand strategies, and drive impactful initiatives.

Diverse Perspectives, Powerful Solutions

At MDI, our diverse team brings varied viewpoints to the table, fostering better outcomes for clients and creating an intellectually rewarding environment. Celebrating diversity fuels our problem-solving abilities, enabling us to craft strategies grounded in evidence while embracing unique perspectives.

Join Our Vision!

If you're a client-centric insights manager, driven by innovation, diverse thinking, and a passion for shaping impactful strategies, MDI welcomes you to be part of our dynamic team.

ABOUT THE ROLE

This is a client-facing role in a rapidly growing global company.

As an Insights Manager at MDI, based in Australia, you will play an important role in ensuring exceptional delivery of our mobile in-the-moment research services while maximizing client satisfaction.

You are expected to have a "Can do it!", "Hands on" attitude.

REQUIRED SKILL SET:

- Robust agency side market research experience with hands-on experience in quantitative and qualitative research processes.
- A willingness to learn, a proactive attitude and strong communication skills.
- Flexibility to work collaboratively as well as autonomously.
- Exceptional time management to and task-oriented project management skills.
- Proficient use of Microsoft office – particularly PowerPoint, Word, Excel.
- Experience with SPSS, Q and/or DisplayR is highly desirable.

CORE RESPONSIBILITIES WILL BE AS FOLLOWS:

Reporting to the Insights Director your key responsibilities would include:

- **Proposal Preparation:**
 - Working with Directors across the MDI network, you will be involved in writing proposals and designing innovative methodologies to meet client needs.
 - Prepare project costings for the Director's sign-off, including the liaison with suppliers.
- **Research Design:**
 - Questionnaire design and development, mobile qualitative discussion guide preparation and mobile engagement task preparation.
 - Checking questionnaires before deployment to ensure an optimal consumer experience and no mistakes present.
 - Deploying quantitative / qualitative discussion tasks on our mobile platforms
- **Project Management:**
 - Leading projects from the design phase through to fieldwork, data extraction and reporting.
 - Ensuring projects are completed on budget and on time.
 - Highlighting any project or client concerns with line management to ensure seamless client service.
 - Building strong relationships with suppliers to ensure the best project outcomes for MDI

- **Analysis:**
 - Create analysis plans for our data team
 - Ensuring data analysis outputs are accurate
 - Creating your own cross-tabs and analysis in packages like Q/DisplayR

- **Reporting & Insights Delivery:**
 - Writing reports, with guidance from Directors, incorporating all elements of reporting, such as the analysis requirements, inputting data into charts, checking data in the charts, assisting with report commentary and summary.
 - Providing insight recommendations that align to the client's research and business objectives.
 - Presenting research findings to clients and their stakeholders

- **Client Management:**
 - Building strong relationship with clients to ensure the best outcomes for both client and MDI
 - WIP calls with client to discuss progress, updates, changes and queries
 - Highlighting any concerns with management to ensure seamless client service

WHAT WE CAN OFFER YOU

- Career development and progression
- A variety of intellectually challenging and interesting work.
- The ability to influence business decisions and shape strategy.
- Ongoing supportive coaching and feedback.
- Opportunity to learn directly from senior leaders.
- Fun team events & social activities.
- Market-leading flexibility – location and time of day.