

Senior Project Manager, Operations

Location: Hybrid (Vanson Bourne office + remote working)

Reports to: Senior Project Manager/ Associate Director (Operations)

Type: Full-Time, Permanent

About us

At Vanson Bourne, we are leaders in B2B technology market research, delivering innovative and client-centric research solutions. Our Operations Department is the backbone of our success, fostering collaboration, adaptability, and continuous improvement to ensure we achieve the highest standards for our clients.

The Operations department is the hub of Vanson Bourne, known for its reliability, proactivity, and adaptability. The team collaborates to deliver high-quality data collection and reporting efficiently, leveraging their expertise.

About the role

Senior Project Managers within operations play a crucial role in ensuring that data collection and fieldwork management is executed efficiently, accurately, and on time.

Key responsibilities

Project management

- Budget management and cost efficiencies
- Timeline and deadline management
- Resource allocation
- Time management of multiple simultaneous projects

Fieldwork operations

- Supplier management
- Sample and quota management

Data quality assurance

- Script checking
- Data and routing check
- Quality control
- Troubleshooting
- Ensuring projects adhere MRS code of conduct and are in line with data privacy laws

Stakeholder communication

- Briefing internal teams
- Delivering project updates & issue resolutions
- Expectation management

In addition to managing research projects to the standards required, other main responsibilities include:

- Line management of one to two junior team members, including recruitment, training and professional development, setting objectives, conduct appraisals, performance management
- Proposal costings & solutions
- Supporting supplier relationship management
- Managing team resource and supporting with recruitment
- Working with the wider management team to develop & rollout team strategy in line with the company vision

Qualifications and skills required for this role

Essential

- Multiple years of experience running and managing fieldwork for online quantitative market research projects
- Strong project management skills & an effective communicator
- Strong numeracy skills & competency working with quantitative data
- Highly accurate and strong attention to detail
- Supervisory and/or line management experience

Desirable

- Data processing/ tabulation/ scripting software experience
- Experience working supporting with proposal costings

What we're looking for

- **Efficient** – someone who demonstrates strong attention to detail and works to high levels of accuracy
- **Reliable** – an individual that can work independently, to manage budgets, deadlines and internal & external stakeholders
- **Collaborative** – a strong communicator and a team player who supports other team members effectively. A problem-solver who is able to come up with new and efficient ways of working, someone who positively engages with change
- **Innovative** – someone who is outcomes-focused and able to see the bigger picture in order to achieve team or company goals; considers challenges, trends and opportunities to create successful business outcomes
- **Consultative** – uses knowledge and expertise to advise on the best approach, but is also confident and enthusiastic to trial new ideas and work in partnership with others to achieve the required outcome
- **Adaptable** – ability to quickly adjust plans in response to project challenges
- **Resilient** – someone who is calm under pressure and maintains professionalism when issues arise

What you'll gain

- Opportunity to independently lead high-impact global projects
- Hands-on experience in process innovation and strategy implementation
- Line management experience
- Access to CPD opportunities and certifications such as the MRS Advanced Certificate
- Career growth in a dynamic and collaborative team environment

Why join us?

At Vanson Bourne, we are committed to fostering a positive working environment where innovation thrives. We support professional growth, encourage collaboration, and celebrate successes. Join us to make a meaningful impact on global B2B research while advancing your career in a dynamic and supportive team.

Interested?

Send your CV to Amanda Attwood

amanda.attwood@vansonbourne.com