



<b>Job Title:</b>	International Financial Services Project Support	<b>Position Type:</b>	12 month contract, with possibility for extension
<b>Location:</b>	London	<b>Date Posted:</b>	17.1.21
		<b>Start date:</b>	March 2021

#### Point of contact

Jo McDonald  
[jmcdonald@jigsaw-research.co.uk](mailto:jmcdonald@jigsaw-research.co.uk)  
 020 7291 0810

#### Background on Jigsaw

We are an international strategic insight agency, with offices in central London. We are a team of 28, working across the full range of qualitative and quantitative approaches and a range of sectors (including financial services, energy, professional services, tech, telecoms and media, sport and public). Around half of our work is international and we have a client list of which we are very proud.

Our work covers brand, communication, NPD, customer needs and relationships among others. We have a very experienced team of execs and are known in the industry for our creativity and the strength and depth of our thinking.

We have a strong conference presence and have won multiple awards in our 20 year history, including Agency of the Year (2019) and Best Innovation (2020) at the most recent MRS Annual Awards. We have a collaborative, mutually supportive and flexible working environment and a relatively flat structure, but we work hard and our standards are extremely high.

#### The Role

We are known for the seniority/experience of our team but this is a rare opportunity for a less experienced person to join our team. The role is to provide support to the team who run our largest, continuous project. The project itself is a large-scale international mystery shopping project conducted on behalf of a leading US financial services organisation.

The role would be ideal for a recent graduate who is keen to experience life in a successful, busy agency and gain exposure to the range of work that we do, while supporting senior colleagues on this one particular project. Activity on the project fluctuates – there are intense, busy periods when your time would be 100% allocated to the project. The project expands each year and now there is need for the current project team members, James and Sue, to be assisted by a third team member. Typical tasks here involve joining client calls alongside the Jigsaw project team, liaising with a variety of partner agencies and foreign language temps, data quality checking and PowerPoint reporting. During less busy phases, you would offer more general project support to the rest of the Jigsaw exec team, working on the full range of qualitative and quantitative projects.

The role would be for 12 months, with the potential for it to extend at the end of the 12 month period.

When COVID restrictions have been lifted, the role would be mainly based in our central London office, with flexibility to work from home from time to time.

If this is an opportunity that you think you are right for, we can offer you an environment where you can contribute to our biggest client account, working with extremely senior colleagues and in a supportive environment where you can learn fast and gain valuable experience.

The role will include:

- Initial liaison / set-up meeting with the client where we agree the project scope
- Joining weekly video calls with the client and the Jigsaw project team
- Working closely with our partner agencies (database provider and three market research call centres) and our temporary foreign language staff
- Data quality checking some of the excel databases
- Working with an AI program which helps us shortcut some of the data quality checking
- Helping set quotas for interviewing
- Monitoring interviewing progress and supporting the call centres when they have issues
- Checking interview data quality
- PowerPoint charting

### **Skills and Attributes Required**

- Education to undergraduate degree level – we are open to any discipline, but see below re numeracy
- A strong interest in research – high level of curiosity
- Ability to learn quickly
- High level of numeracy - high grade at GCSE, A level not required
- Outstanding attention to detail – ability to check data sheets/lists etc and spot errors
- Ability to apply common sense and make decisions on this basis
- Excellent communication and team skills – including communicating with client and suppliers every day
- International outlook – an understanding of the world, geographies and cultures
- Able to work independently and as part of a team
- A creative thinker – always pushing to think of new and interesting ways to improve project processes
- Confidence and ability to work as part of a very senior, busy, demanding (but friendly) team – self-starting, confident, collaborative
- A positive, can-do attitude and a drive to succeed
- Strong Excel skills – able to write formulae and create pivot tables
- Good level of PowerPoint skill
- Languages (other than English) would be a bonus, rather than a requirement

**Please contact [Jo McDonald](mailto:jmcdonald@jigsaw-research.co.uk) via email, along with a copy of your CV.**

**([jmcdonald@jigsaw-research.co.uk](mailto:jmcdonald@jigsaw-research.co.uk))**