

Field Supervisor Job Specification

Job Title	Field Supervisor
Reporting To	Project and Operations Manager
Purpose	Ensure and optimise quality and profit through our fieldwork.
Key Accountabilities	<ul style="list-style-type: none"> > Attract, recruit and retain high calibre, productive and engaged telephone researchers who are working remotely > Effectively monitor, manage and optimise sample, quotas, interviewers and other fieldwork operations to ensure completion of research projects on time, to budget and to quality > Provide clean datasets on fieldwork completion > Support with wider research requirements
Duties and Responsibilities	<p>Attract, recruit and retain high calibre, productive and engaged telephone researchers who are working remotely</p> <ul style="list-style-type: none"> > Undertake timely and effective recruitment to ensure we have the right number of high quality researchers at the right time > Liaise with recruitment agencies > Induct, train and further develop fieldwork staff to ensure high quality, productive researchers that are working to our quality standards, best practice, applicable laws and industry guidelines > Utilise excellent communication skills to motivate and engage researchers supporting longevity and staff satisfaction <p>Effectively monitor, manage and optimise sample, quotas, interviewers and other fieldwork operations to ensure completion of research projects on time, to budget and to quality</p> <ul style="list-style-type: none"> > Contribute intelligently to researcher and fieldwork resourcing > Identify risks to the successful completion of fieldwork (profit, quality and/or time); develop and implement mitigation strategies to address these risks > Manage teams undertaking primary and/or secondary research in line with Winning Moves' quality procedures to ensure: <ul style="list-style-type: none"> o Timely and profitable data collection o The data collected are of high quality o Bias is minimised > Carry out accurate and timely reporting to enable visibility of progress, issues and opportunities > Identify quality requirements of data – monitor and deliver fieldwork in line with these (listening to interviews and manually checking data collected in line with plans e.g. accurate coding, correct recording of values) identifying issues quickly, overtly and suggesting solutions > Proactively analyse, manage and optimise sample and quotas > Identify opportunities for fieldwork to be more efficient or profitable (e.g. through incentives) > Monitor and manage researcher productivity in line with expectations in order to deliver CATI requirement on time and to budget

	<p>Provide clean datasets on fieldwork completion</p> <ul style="list-style-type: none"> > Prepare data ready for analysis, including anonymisation / pseudonymisation and coding of open ended responses. > Provide clean data sets on time and to project specification on completion of fieldwork <p>Support with wider research requirements</p> <ul style="list-style-type: none"> > Support wider project team as required for example instrument development (through piloting), questionnaire testing, scripting, database preparation etc. <p>Values and adding value</p> <ul style="list-style-type: none"> > Embody our values – different, better, faster - in how you work > Deliver value for clients through CATI activities e.g. additional insight, case study examples > Effectively engage and manage others input to support you to achieve your Purpose and your duties and responsibilities > Be proactive in identifying ways in which Winning Moves can improve the quality, profitability and timeliness of its fieldwork, and take action to ensure continuous improvement > Act in the best current and future interests of Winning Moves > Undertake any additional reasonable tasks and activities associated with the role and to support Winning Moves achieve its' objectives > Adhere to all of Winning Moves' policies and procedures
KPIs	<ul style="list-style-type: none"> > Productivity of researchers > Timeliness of fieldwork > Quality of data > Happiness of researchers > Level of expertise in organisational capabilities (see capability framework)