

Are you Curious?

INTEGRITY | CURIOSITY | COLLABORATION | CLIENT FIRST | ENTREPRENEURIAL SPIRIT

A promising and exciting career awaits you to join the winning team

Ipsos is a world-leading research company operating in more than 85 countries. It has revenues in excess of £1Bn and employs over 16,000 staff worldwide. Ipsos provides research services and strategic insights to the world's largest corporations and many public sector organisations.

Ipsos is organized in each country of operation across its global business lines and its functions, in a matrix organization that is designed to achieve operational excellence, functional expertise and client satisfaction.

Operations Manager, Ipsos in Zambia

Essential Responsibilities and Deliverables

The Role holder is responsible for total management of the Research Operations

Specifically the role holder's essential responsibilities and deliverables will include the following:

STRATEGIC

- Develops and implements strategic initiatives in order to improve operational processes, aligned to the Pan Africa Operations strategy
- Implements the strategy for technology platforms partnerships and external relationships to ensure the business meets its clients' needs
- Anticipates and reacts to major technology changes to ensure the maintenance of the company leadership in the competitive landscape

OPERATIONS

- Overall responsibility for quality, timeliness and profitability of data collection in the various WSBLs
- Ensures that operations systems, processes and technology are optimised within the Zambia BU
- Oversees the roll out and full implementation of relevant global processes within operations
- Oversees the implementation of industry standards and quality protocols and conditions of employment across the business

MANAGERIAL

- Manages the Field, CATI (Computer Aided Telephonic Interviewing) & Quality Control (QC) teams to ensure delivery on KPIs
- Ensures teams are suitably resourced, with skilled staff, and with appropriate training
- Provides support and guidance to managers teams in capacity and resource planning

TECHNOLOGY

- Identification, review and implementation of new techniques, technology, systems and tools to maintain operational excellence
- Establish technical standards and ensure adherence to them for company operations

FINANCIAL

- Responsible for Operations budgets
- Monitor financial KPIs to ensure meeting (or beating) budgets set
- Provide guidance on how to improve performance versus budget by adopting efficiency initiatives including software and technology
- Provides input to staff remuneration decisions, including promotions

GENERAL

- Provide Operational guidance and consultancy to the Zambia business
- Attend client pitches / meetings, where appropriate, and presents Operational credentials
- Act a trouble shooter in dealing with particular project issues and problems
- Adheres to policies and procedures, acting as an advocate throughout the Operations teams
- Performs any other tasks which are reasonable

Required Experience and Qualifications

- A relevant first degree

Knowledge & Skills

- Experience in research and specifically in an operations environment.
- Over 4 years experience both quantitative and qualitative in field work management in Zambia and/or any other African country.
- Considerable knowledge and experience in the areas of operations (preferably with good knowledge of IT)
- Decisive in nature with the ability to make tough decisions within difficult situations and circumstances
- Strong commercial acumen
- Considerable ability to manage and coordinate functions of various departments
- Ability to transfer skills and knowledge to Managers
- Exceptional interpersonal and people skills to work with different types of people.
- Excellent team player with a collaborative style of communicating and leading with ability to make decisions
- A solution-oriented person who is able to come up with creative and positive ideas to drive the teams and operations forward
- Excellent written and oral communication skills

If you are this person, then you are right for us and we are right for you!

This is a challenging opportunity for a dedicated and highly motivated professional, with a strong commitment to Ipsos values.

If you believe you are the candidate we are looking for, please submit your application and CV detailing your experience for the post and include daytime telephone contacts to;

careers-ke@ipsos.com

Application will not be considered if covering letter is not attached. Include **"Operations Manager - Zambia"** in the cover letter and email subject header.

Only Shortlisted candidates will be contacted.