



Ipsos is a global leader in survey-based market research activities, present in 90 markets and employing more than 18,000 people. Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide understanding and powerful insight into the actions, opinions and motivations of citizens, consumers, patients, customers or employees.

In Switzerland Ipsos is the largest market research company; we are a team of 126, from more than 23 countries and based in Geneva, Basel and Root.

Our Innovation team based in Geneva is looking for a:

Client Program Manager

The role of a Client Program Manager is to manage large multi country programs that are mandated centrally by a client and that are executed locally.

The CPM will have the following main responsibilities:

Program Management:

Lead program design:

- o Contribute to the design of the program(s) features/standards with the client (questionnaires, sample definition, KPI's, deliverables, etc, i.e., Statement of Work – SOW)
- o Consult with client on program SOW
- o Adapt the SOW over time to the client's changing needs proactively

Lead program deployment:

- o Ensure SOW elements are applied (quality control) , coach and provide feedback to colleagues including creating documentation to guide local teams through best practice on the agreed design.
- o Train the local teams on client business, philosophy; share case studies and best practices
- o Train the local teams on client SOW
- o Escalation point for any critical issues arising from local projects
- o Identify internal risks (ex. staffing, production) and communicate to management and local countries

Lead Retain plans

- o Design and lead the execution of the yearly Retain agreed plans

Client Relationship Management:

- o Act as client trusted advisor for the Global Service Line(s).
- o Demonstrate an in-depth understanding of client's strategy, structure and competition.
- o Agree with the client on a global/regional 'lessons learnt' yearly plan and develop them with the support of the Global Service Line(s).
- o Develop Best Practice and Case Studies specific to the client and make sure they are spread within client organisation.



- Spread within client organisation the general Global Service Line(s)'s point of view (POV), white papers, etc.
- Ensure the client knowledge management system, if any, is up to date with relevant Global Service Line information.
- Bring proactively to the client new Global Service Line(s) solutions, based on understanding of client's business needs, in line with Chief Client Director.

Key responsibilities

- Overall Accountability for program execution.
- Overall Accountability for program quality.
- Overall Accountability for ensuring smooth & fruitful collaboration among Ipsos teams.

Desired qualifications, skills and experiences:

- **10 years plus within a market research agency is mandatory**
- Detailed understanding of the services offered by the Innovation Service Line – especially Innovation – CPG and Digital
- Organisationally savvy
- Experience of working on large multi country pitches
- Should be able to demonstrate strategic thinking and insight
- Business and commercial acumen
- Be a strong communicator – both in person and virtually, written and verbal
- Experience in influencing people
- Proven leadership skills
- Team player
- Ability to work in an international environment
- English fluency.

If you recognise yourself in this description, then please send your application by email to: Recruitment_Switzerland@ipsos.com.

Our career page and our vacancies in Switzerland can be found at: [Professional vacancies | Ipsos](#).