

Position	Survey Support Manager
Date	May 2025
About RAJAR	<p>RAJAR provides the official radio and audio audience statistics to the UK radio industry. The company is jointly owned by the BBC and Radiocentre, the trade body for the commercial radio sector. RAJAR's role is to organise and manage the measurement specification, design, operation, development and delivery ensuring the service remains relevant to the needs of its subscribers. The radio and audio industry are thriving, and measurement is at the heart of its success, helping quantify audiences and their listening behaviours across the various platforms and devices, from traditional and digital radio sets to smart phones, PCs, tablets and smart speakers.</p> <p>Although only a team of six, RAJAR accesses the considerable resources of its owners, subscribers and research agencies. Each team member possesses the distinctive skills necessary to perform their individual roles but also collaborate, liaise, lead and manage multiple work groups. RAJAR's aim is to ensure it does all this with professionalism, integrity and objectivity.</p>
Overview	<p>The Survey Support Manager reports directly to the Research Operations Director and will also provide support to the Director of Research and Audiences, playing a critical role across the delivery, communication, and development of audience research outputs.</p> <p>Acting as a key liaison between RAJAR, its research partners and stakeholders, the role ensures the accuracy, clarity and timeliness of survey deliverables, reports and documentation.</p> <p>The postholder will contribute to the interpretation and dissemination of audio insights, maintain high standards in internal and external communication, and support the coordination of survey changes and strategic updates.</p> <p>With a focus on stakeholder alignment and content accuracy, the Survey Support Manager also fosters continuous improvement in communication practices and knowledge of the evolving media landscape.</p>

Key Responsibilities	<p>As the Survey Support Manager at RAJAR, your responsibilities will include:</p> <ul style="list-style-type: none"> • Prepare and distribute regular reports and data briefs. • Manage and review internal documentation including minutes from meetings. • Create quarterly survey deliverables from RAJAR and the RAJAR Audio survey. • Liaise with research contractors in regular meetings and ensure proper documentation and follow-up. • Respond to stakeholder and journalist queries. • Coordinate and contribute to audio insight content, website updates and training materials. • Conduct RAJAR training to stakeholders and interested parties. • Support survey change documentation, including uploading to the website and circulating changes. • Ensure stakeholders are aligned on analysis tools and documentation usage. • Engage in continuous self-development through online learning and maintain best practices in data analysis and communication strategy. • Provide project management support to the Director of Research and Audiences.
Skills & Experience	<p>Ideally the candidate should possess the following skills & experience:</p> <ul style="list-style-type: none"> • Experience in a research or analyst role. • Strong writing and editing skills, with attention to detail in proofreading and content accuracy. • Excellent stakeholder management and interpersonal skills. • Highly organised with experience in project planning and management as well as multi-stakeholder coordination. • Comfortable with presenting. • Being media research data literate with both survey and digital data.
Personal Attributes	<ul style="list-style-type: none"> • Strategic thinker with a proactive approach to problem-solving. • Interested in media, audience measurement, technology, research and communications. • You will be able to work autonomously, be confident in your abilities and not be afraid to question data. • You will be organised, have meticulous time management and be able to plan to meet deadlines. • Strong interpersonal skills and the ability to liaise with people at all levels. • Flexible and adaptable – the needs of the job may change from time to time. • Collaborative team player, committed to RAJAR’s collective success.

Location	<ul style="list-style-type: none"> The role is mainly based at RAJAR's London office in Alfred Place, WC1E 7EB.
Hours	<ul style="list-style-type: none"> Full time, however, this is negotiable for the right candidate.
Application Details	<ul style="list-style-type: none"> Deadline: 5pm on Tuesday 17th June 2025. Please send your CV and a covering letter to recruitment@rajar.co.uk. We will only respond to those who are shortlisted. No agency applications.