



**What's it like being a: Field/Operations Executive
(Healthcare Market Research Agency)**

What are the main responsibilities of your role?

Organizing the fieldwork that takes place on each project. Arranging interview locations and attendance of respondents, contacting external agencies who can supply specialist respondents or locations. A vital part of the job is liaising between external agencies and researchers within the company.

What key skills are required in your role?

Good organizational skills and communication skills are a must as fieldwork on several different projects may be happening at the same time. Negotiating skills are also key, as it is important to get the best price possible for the fieldwork. The ability to work under pressure and be flexible to deal with last minute changes are also important skills.

What is a typical day like in your job?

Start off by checking e-mails and liaising with the researchers on issues such as quotes for fieldwork costs and recruitment progress. Throughout the day receiving updates on recruitment from external agencies and dealing with them directly, also confirming bookings with interviewing facilities and negotiating rates on behalf of the execs.

What are the most enjoyable/most challenging aspects of your role?

When fieldwork runs smoothly for the researchers and good results are gained. It's challenging when there are last minute cancellations or changes to be dealt with.

How did you get into Healthcare MR?

Worked as an interviewer for an external agency, then moved into the management and training of interviewers. This then led to an organizational role in field operations.

What are the career/personal development opportunities available?

Can become a senior fieldwork controller, and then proceed to a more managerial position such as associate director or head of fieldwork control

What do you think is the most attractive thing to new comers about your job?

Everyday is different as there are lots of varied projects to organize.