

Telephone Researcher

What are we looking for

We are looking for hardworking, self-motivated, and bright telephone interviewers to work remotely from the comfort of their own home. Our interviewers collect data and views directly from those that the Government aims their policy and services at.

Our researcher roles are temporary positions. However, GC Insight is a growing company, so we are always on the lookout to add to our permanent staff base from our pool of researchers. While we do not currently have a position open for a telephone researcher, we always welcome applicants to keep on file.

Some of the things we'd like you to do include:

- Conduct telephone interviews with respondents. What this really means is holding intelligent, fluid telephone conversations with businesses/individuals while asking them a structured set of questions, probing and clarifying their responses
- Collate and record accurate and high-quality information obtained during your calls
- Engage prospective respondents prior to interview; confidently and persuasively, yet respectfully, encouraging their participation in our research
- Participate in feedback sessions; critically thinking about what you are finding out from your calls and feeding back to the executive team
- Achieve productivity (number of interviews) and quality targets
- Be open to learning and improvement; we offer feedback and support.

More about you:

Our interviewers

- Are responsible, tenacious and self-motivated
- Sound confident and respectful on the phone with a natural and professional telephone manner
- Have great attention to detail
- Can simultaneously balance productivity and quality targets while being comfortable working on their own

What you can expect at GC Insight

- The opportunity to partake in interesting and often politically important research projects for government clients – so you would be making a real difference in the current climate and this work will look great on your CV.
- Working alongside a fun, energetic and supportive team.
- The chance to progress – we are looking for our next generation of Senior Research Executives. We like to recruit from within – lots of our senior team started off as temporary telephone interviewers.

- Comprehensive training and support.

Pay: £12.00 - £14.00 per hour, depending on the project.

Application checklist

1. I have my own laptop/desktop computer and a headset / earphone with a microphone
2. I have continual and decent quality internet access, preferably ethernet
3. Laptop or PC camera for remote teams' meetings
4. Able to attend our Birmingham office for training, normally 1 day.
5. I have a quiet space I can work from without being disturbed
6. I can be available to work Monday – Friday, 09:00 – 17:00, Based on project demands, we may occasionally request a later shift of 10:00 – 18:00 or 11:00 – 19:00.

If your answer is 'yes' to the above, please forward a CV to careers@gcinsight.co.uk and fill out the following online application form: <https://forms.office.com/e/yEdnUuFsbH>

We look forward to reviewing applications. While there is currently no end date to apply, we encourage you to share your application and CV with us as soon as possible for prompt review. If your application meets our criteria, we will add you to a waiting list and contact you when a future project becomes available, allowing you to start working with us.

Please note, to be considered we will need both a completed application form and CV

About Us

[GC Insight](#) is the UK's largest profit-for-purpose social enterprise providing economic advice and analysis. We offer comprehensive services in advisory, research, and evaluation to help public and private sector clients enhance their performance and maximise the impact of their investments. With a team of over 50 working across offices in Birmingham, London, Manchester, and Glasgow, we provide opportunities for growth and progression. As part of The Growth Company, we proudly reinvest our profits to create greater social impact in the communities we serve.

Our work is extremely varied, and services include:

- Helping our clients to access funding through the development of business cases and funding applications.
- Using economic appraisal to help our clients develop and prioritise the best solutions for tackling economic and social problems and positioning areas for growth.
- Demonstrating the case for investment through economic and social impact assessment.
- Considering the effectiveness of ongoing and recent investments through project and programme evaluation.
- Delivering social and economic research to assist our clients in their decision making.

- Supporting our clients to develop strategies which clearly set out their objectives and priorities for growth, and action plans which ensure that these can be achieved

