



12-Month Industrial Placement – Hotels

About BVA BDRC

BVA BDRC is an award winning international consumer insight consultancy, conducting research in over 90 countries. The agency offers the complete range of research consulting and business transformation. We help brands get closer to their customers, improve customer experience and grow the bottom line.

Until recently, BDRC was the UK's largest independent market research consultancy. BDRC is now part of Paris-based [BVA Group](#), the third largest research and consultancy group in France and ranked in the top 20 world-wide agencies.

At BVA BDRC we help our clients get closer to their customers, stakeholders and employees by translating research outputs into business intelligence that's ready for action. We do this through a range of market leading insight tools and a dedicated team of experts.

The business is organised around a number of key sectors – finance, hospitality, media, transport, travel and tourism, and we are recognised as leader in these areas. Our innovation in how we address business challenges crosses these, with specialisms in brand strategy/tracking, customer experience, compliance, product development, market development and much more.

Why choose BVA BDRC for your placement?

A great way to gain on-the-job knowledge and training as part of your degree.

- We have been recruiting placements for over ten years. A good number come and work for us after graduating.
- By working in a large award-winning agency you'll have exposure to top brands, international projects and different research methods
- Work is varied and interesting
- Be part of a sociable company - Friday club, company funded social events throughout the year including a summer day out (previous events include Go Ape and White Water Rafting at the Olympic facility at Lee Valley), Christmas party, bowling, ice skating evenings and more.
- By the end of your placement you will have gained valuable work experience in a thriving, fast growing company in Central London that creates a pathway for a successful career.

The Role

Client Services Assistant in our Hotels and Hospitality team. The agency has a diverse global client base (e.g. Hilton, IHG, Marriott, AccorHotels and more). Duties include:

- Handling questions from clients (by email and phone)
- Fieldwork scheduling
- Supplier management
- Use of Microsoft Office as well as analytical internal system tools
- Interpretation of quantitative and qualitative data
- Contributing to proposal documents, client meetings and industry events
- Providing administrative support
- Operation of online reporting platforms and analysis tools
- Contribution to financial reporting
- Website and programme development
- Preparation and design of questionnaires, letters, reports, analysis and charts
- Producing and delivering webinar training sessions

You are treated the same as any other junior employee - no tea duties or hours of photocopying! Placement students will be thrown straight in from day one and there is a lot of responsibility from the start.

Full training is given as appropriate to the role and there is lots of on-the-job learning. This is a full time paid role of 35 hours per week. Office hours are 09:30 – 17:30 (Monday to Friday) including one hour for lunch.

Requirements

We are looking for people with energy and enthusiasm who stand out from the crowd. Minimum average C at 'A' level (or equivalent). A great communicator with fluency in spoken and written English is essential. You must be an undergraduate on a sandwich course at a university allowing you a 12 month industrial placement. Degree courses involving research and analysis are a good base for work at BVA BDRC, as well as work experience in a customer-facing environment.

Location

The position is based at BVA BDRC's head office in central London, a stone's throw from Holborn tube. It is within walking distance from King's Cross, Waterloo and Charing Cross as well as being close to Covent Garden and Clerkenwell.

What is it like working at BVA BDRC?

BVA BDRC is an equal opportunities employer. We are a meritocracy, and the company culture is one where individuals can prosper dependent on performance, initiative and enthusiasm. We focus on bringing people up through the business; many of our senior staff started with us at middle or junior levels, including several Board Directors. There are no barriers to advancement for the right people.

A comprehensive training programme is delivered by our Training Action Group (TAG), comprising a mix of internal and external sessions, ensuring that relevant learning and development opportunities are available to employees of all levels, including placement students.

We are a sociable company and place great emphasis upon teamwork and collaboration.

- We strongly believe that ‘two heads are better than one’ (if not three or four on occasion!), particularly when dealing with challenging work.
- Our social committee organises regular funded social events throughout the year including the Christmas party, an annual summer day out (these have previously included treasure hunts around the Tower of London, team cooking challenges, Go Ape in Battersea Park, white water rafting at the Olympic facility at Lee Valley), and other varied events throughout the year to ensure there is something for everyone.
- Our CSR (Corporate Social Responsibility) committee organise regular fund raising events for both national and local charities, such as a cake sale for Grenfell Tower, a Children in Need ‘bikeathon challenge’ (seeing which team could cycle the farthest on an exercise bike in a set time), decorating a local homeless shelter at Christmas and more.

Salary & Benefits

Competitive salary

Generous annual leave

In addition to Bank Holidays, we offer 26 days annual leave

Giving back

We have an active CSR team, with regular opportunities to get involved with fundraising and volunteering activities for our designated charity, Coram.

Socialising

We organise monthly social events around London, including our annual Summer Day Out and Christmas Party. In the past, we’ve played zorb football, been to Flights Club, abseiled in the Olympic Park and baked with ‘The Great British Bake Off’ stars.

Referral bonus

If you recommend us to a friend who then works with us (and once the probationary period is completed), we’ll give you a referral bonus of £500.

Refreshments

Free fresh filter coffee and just about every kind of tea you can imagine! And chilled filtered water to save on plastic bottles.

How to apply

Applications are welcome immediately and interviews will take place in BVA BDRC’s London office shortly after, until the position is filled. Placements begin in July 2019 and last a minimum of 12 months (exact dates/timescale to be discussed on application). To apply, please email your CV and cover letter to natalie.wiseman@bva-bdrc.com indicating “hotels placement application” in the subject line.

Please read our [Privacy Notice](#). By submitting your CV, you consent to us contacting you within the next few weeks regarding this and to the terms detailed in our Privacy Notice.