



## HUMAN RESOURCE & QUALITY PROCESS SUPPORT – NEW ROLE

### About BVA BDRC

BVA BDRC is an award-winning consumer insight consultancy. We are part BVA Group, one of the top 20 market research & consulting groups worldwide.

At BVA BDRC, we believe that human behaviour is the starting point, the lever and the end point of any transformation process. We infuse insights from behavioural science to improve customer and citizen experience, to drive stronger business growth for client organisations – with a focus on sectors such as finance, hospitality, travel & tourism and media.

The geographic scope of our work incorporates more than 100 countries and we deliver our services through offices in London, Paris, Milan, Washington DC, Sydney and Singapore.

### A new opportunity at BVA BDRC

BVA BDRC has around 60 employees. We recruit new staff throughout the year and place an increasing focus on improving the employee experience. The agency also works to specific quality standards (ISO 27001 and ISO 20252) which enable us to work with major client organisations. The increasing volume and variety of administration from these initiatives means that we are seeking to recruit an administrator to support the team responsible for Human Resources and ISO.

We are looking for someone with excellent organisational and time management skills, who can handle working on several tasks at the same time. This is a flexible role: it could be primarily home based, with some office attendance on occasion, and the role could be full or part time (likely to be at least 3 days a week). We are happy to discuss flexible working options (such as 4 days ie 28 hours, spread over 5 days)

### What can you expect?

You will be working with two senior members of staff, including the board-level director responsible for HR and ISO compliance. Your role will be to support them across a variety of tasks, for example when we are looking to recruit you might be booking interviews, managing all relevant paperwork, organising background checks, and completing all tasks to ensure the smooth onboarding of new employees.

You will also be liaising with colleagues across the wider business, whether ensuring essential business processes have been completed or checking that they have completed certain tasks. You may also be working with our colleagues at BVA France who co-ordinate group-wide initiatives (working in English). The work is varied and there is scope for your role to expand and adapt once the basics have been mastered. Training will be provided for the tasks you will be responsible for.

You will have a number of regular, fixed responsibilities, allowing you to plan your time during the week, but you should also be adaptable in the event of a new request being made to the team. It is unlikely, though not impossible, that much overtime working will be required.

## Key responsibilities

Typical responsibilities would include:

- Supporting HR activities eg assisting with the recruitment process, booking interviews etc
- Making sure HR filing and other relevant databases are kept up to date and are well organised
- Helping to deliver other ad-hoc HR projects or initiatives
- Supporting ISO activities eg managing the supplier database and supplier approval process
- Helping to deliver other ad-hoc ISO projects or initiatives

## Skills, experience and competencies

The successful candidate must be able to demonstrate:

- Excellent organisational skills
- Good time management and the ability to juggle competing priorities
- An eye for detail and accuracy
- Excellent fluent, written and spoken English and good numeracy skills
- A helpful and supportive approach to working with colleagues
- Experience with MS Office (especially Excel & PowerPoint)
- Previous experience/interest in office admin, HR or quality scheme management is welcome but not essential

The following competencies and qualities are highly valued:

- Quality/compliance: achieving a standard of excellence in work processes
- Relationships: good interpersonal skills that will facilitate strong working relationships
- Communication: clear, concise, and proactive verbal and written communication
- Flexibility: demonstrating a positive, "can-do" attitude and able to adapt to new challenges
- Initiative: taking ownership of work with an ability to 'think on your feet', whilst also understanding when it's appropriate to seek input from others

## What is it like working at BVA BDRC?

BVA BDRC is an equal opportunities employer and a meritocracy: individuals progress based on performance, initiative and commitment. We focus on bringing people up through the business; many of our senior staff started with us at middle or junior levels.

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 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). There is something for everyone.
- Our CSR committee organises regular fund-raising initiatives, 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.
- We are working towards B Corp certification. This is for businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

## Location

Our head office is in Kings Cross, London. The area has great transport links, with national rail and London Underground just a few paces away. We are also near Coal Drops Yard with no shortage of on-trend shops, bars and cafes, and creative exhibition space. Following completion of an initial onboarding period, we encourage a blend of office and home-based working for all colleagues and this role could be predominantly home-based.

## Salary & Benefits

Depending on experience, we are offering a starting salary of up to £34,000 full time (pro-rata for part time working). There is an initial probation period (3 months), reviews at mid-year and at the end of the year plus discretionary year-end bonus linked to company profitability and personal performance. We offer a number of staff benefits as detailed on the following page.

## Further details

Please read our [Privacy Notice](#). By submitting your CV, you consent to us contacting you and to the terms detailed.

## How to apply

Please send your CV and covering letter to [recruitment@bva-bdrc.com](mailto:recruitment@bva-bdrc.com) indicating 'HR Recruitment' in the subject field

Shortlisted applicants will be invited for an interview (probably via Teams or Zoom) and will then complete an aptitude test, before a final offer is made, subject to references and completion of background checks and confirmation of right to work in the UK.

Closing date for applications 31<sup>st</sup> May 2022

# BVA BDRC Benefits

## Generous annual leave

In addition to Bank Holidays, we offer 26 days' annual leave. The holiday allowance is increased by 3 days after completing 3 years' service and rises to 5 extra days after completing 5 years' service.

## Pension

All staff are automatically opted-in to the government's NEST pension scheme.

## Health & fitness

We'll subsidise your gym membership (Ts & Cs apply)

## Season ticket loan

Commuting can be costly. Let us cover the cost of your annual travel pass with an interest-free loan, and you can repay the money in instalments.

## Retailer discounts

Fantastic savings on shopping, holidays, leisure and gifts via Caboodle

## Private healthcare

We'll pay 50% of the premium for you (and your family if you wish) to join our healthcare scheme. Your share of the premium will be deducted from your monthly salary.

## Free eye tests

Of course!

## Car Benefit Scheme

Our car benefit salary sacrifice scheme enables employees to save money and enjoy hassle-free motoring, with insurance and servicing built-in.

## Bike scheme

If you want to cycle to work, we'll help with the upfront cost of buying a bike. We'll buy the bike and/or equipment and reclaim the VAT. You repay the loan via monthly deductions from your gross salary, making it a tax-effective way to pay. We have bike storage facilities.

## Giving back

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

## 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 is recruited by us (and once the probationary period is completed), we'll give you a referral bonus of £500.

## Hybrid working

Flexibility to enjoy our hybrid working model, with a mixture of office and home working.