



*information by design*

## IMMEDIATE START – TELEPHONE INTERVIEWERS IN HULL

### **A Fantastic Opportunity – part-time or full-time flexible work with an IMMEDIATE START.**

Information by Design is a market and social research company **based on the University of Hull campus**, and we are members of the Market Research Society. Please visit [www.ibyd.com](http://www.ibyd.com) to see more about IbyD.

These jobs are in our call centre – but we also have other vacancies for data entry and face-to-face interviewers. For the call centre the job involves conducting telephone interviews:

- **No selling** is involved, the job involves asking questions on behalf of various organisations, such as Councils and government bodies, charities and businesses.
- You need to be **reliable, confident**, and **happy** to work on the telephone.
- You must be **based in Hull** to apply for this post, or be able to travel to Hull at the times required for the job.

It's a great way to get some real experience to add to your CV – working with the public, team work, and communication skills. If you are a student, then this work is useful practical experience to help you with your studies. We are also able to act as a referee for you so that you can use the work to help you to apply for other jobs.

## THE OPPORTUNITY

*Pay Rate: National Minimum Wage dependent on age (see below).*

The job involves working as part of a team within our telephone call centre, conducting telephone interviews with members of the public and/or businesses. You will be ringing members of the public or businesses, asking set questions based on a script, so you need to be a lively and confident person.

We offer full training and support to do the work, so no experience is needed, but if you have previously worked in a contact centre, or worked with the public such as charity fundraising or a similar area, that would be an advantage

## HOURS OF WORK

Sessions of work of approximately 3-4 hours will be offered to you each week, and you can normally choose the days that you work, depending on availability of sessions but we ask that you work:

- At **least one day** (two sessions) **at the weekend** (either Saturday or Sunday) and **at least one evening session**. You can work all weekend if you prefer.
- The sessions are normally, dependent on the needs of the project:
  - **Weekdays: 10.00 – 1.00 pm, 1.30 – 4.30 and 5.00-8.30.**
  - **Weekends: 10.00 – 1.30; 2.00 – 6.30**

**These hours may vary slightly depending on the calls being undertaken but you will be advised by your supervisor of any timing changes.**

## HOW TO APPLY

Posts are limited so please apply as soon as you can. Please apply online at [www.ibyd.com/vacancies](http://www.ibyd.com/vacancies).

## FURTHER INFORMATION

Please contact Dawn Downs if you have any queries or would like more information. If you have any particular needs in relation to accessibility, such as limited mobility, please contact us for more information.

Telephone: 01482 467471 | Mobile: 07921 249140 | E-mail: [dawn.downs@ibyd.com](mailto:dawn.downs@ibyd.com)

## JOB DESCRIPTION - TELEPHONE INTERVIEWER

National Minimum Wage dependent on age as below:

- Under 18: £4.05 plus holiday pay of approximately 10%, which equates to £4.45 per hour.
- Aged 18-20: £5.60 plus holiday pay of approximately 10%, which equates to £6.16 per hour.
- Aged 21-24: £7.05 plus holiday pay of approximately 10%, which equates to £7.75 per hour.
- Aged 25+: £7.50 plus holiday pay of approximately 10%, which equates to £8.25 per hour.

### Key Function of This Job

To conduct telephone interviews with respondents, working within a team to targets and ensuring that all interviews on the project are undertaken efficiently, effectively, and to timescales. No selling is involved.

### Job Description

You will:

- call people at home or work.
- follow a CATI (computer-aided telephone interview) questionnaire, and ask the questions that are in this.
- be expected to achieve a number of interviews in each hour
- need to make sure that you talk to people in the right age group, gender and ethnicity to the 'quotas' or number that we set for you.
- need to make sure that the information you collect is accurate and recorded in line with our quality standards.
- make sure that you complete your part of the work to the timescales we set.

### Hours of Work

We offer sessions during the day during 10.00am until 8.00pm on weekdays. At weekends, we work 10.00 am until 6.00 pm. You will need to be based in Hull to apply for this post, or be able to travel to Hull at the times required for the job.

## PERSON SPECIFICATION

The person appointed will have the following:

AREA	SPECIFICATION	ESSENTIAL/ DESIRABLE	TESTING
Relevant Experience	Experience of telephone and/or face-to-face contact, either in a market research or sales environment	D	Application form
	Experience of office procedures	D	Application form
Qualifications	Good standard of English	E	Application/ interview
	Good numeracy	E	Application/ interview
Work Ethic	Flexible approach to work	E	Interview
	Ability to work as part of a team	E	Interview
	Ability to work the hours of the post	E	Interview
Motivation	Self-motivated	E	Interview
	Commitment to providing a high quality service.	E	Interview
	Smart presentable appearance	E	Interview
Equal Opportunities	You must show a commitment to equal opportunities	E	Interview