



Survey Research Assistants needed

UNU-MERIT is looking for **two research assistants** to work on a Horizon 2020 project Co-VAL: Understanding Value Co-Creation in Public Services for Transforming European Public Administrations (<http://www.co-val.eu>). The goal of Co-VAL is to provide practical recommendations for how public sector organisations can improve the development and outcomes of their services. Part of the project includes a survey on methods used by the public sector in developing innovative services. We are looking for one research assistant that is fluent in English and one research assistant that is fluent in Dutch.

Primary tasks

- Drafting a database for the survey of middle and senior level managers in municipals and government departments in the United Kingdom and the Netherlands. Performing research, online and by telephone, with the aim of recording and processing contact information of the desired population in Excel.
- Survey management, postal mail preparation, calling up respondents and data entry.

Responsibilities

- Convince people to participate in the research
- Enter responses accurately and in a timely manner in a database
- Document all contacts with concise, coherent comments
- Learn and follow the correct research protocol
- Maintain project specific objectives
- Maintain professionalism, confidentiality and objectivity

Qualifications

- Very good social skills
- Positive, resilient attitude
- Very accurate / meticulous
- Excellent written and oral communication
- Computer skills: typing speed, data entry
- One position fluent in English and the other position fluent in Dutch
- Basic knowledge of Microsoft Excel, Outlook and Word
- Available during regular working hours (9am-5pm)

Workplace

UNU-MERIT
Boschstraat 24
6211 AX Maastricht

This is a temporary, part-time job for the duration of 5 to 6 months. You will be appointed by InterUM, the hiring agency of Maastricht University. Your salary depends on your academic enrolment year (Scale 6 VSNU CLA (student assistants) between € 11.77 and € 14.12 gross per hour).

Working hours are flexible but you must be available during regular working hours, 9am-5pm. You must at least be available for 8 hours per week. There are some weeks when it is expected that you

are available for more than 8 hours per week but to a maximum of 20 hours. Your weekly work schedule does not have to be fixed, there is room for flexibility to discuss your work schedule.

Application

If interested please send an email with your motivation and CV to UNU-MERIT: co-val@merit.unu.edu

Please state clearly in your application if you are applying for the position to work on the database for the Netherlands or for the position to work on the database for the UK.