DJS Research Ltd Strengthens Operations Team With Two New Hires

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DJS Research has today announced the arrival of Paul Hylands in the role of Operations Manager for CATI Services. Paul, who previously worked for the Co-operative Group, following time at Mercedes Benz, O2 and British Gas, will take responsibility for managing and developing the agency's telephone unit which currently accommodates 50-60 trained B2B and consumer interviewers at any one time.

Paul has around two decades of experience in managing telephone operatives in both an inbound and outbound setting, and has worked on a number of projects including customer satisfaction, quality assurance, segmentation, performance management, continuous improvement and communications.

Paul arrives at DJS at the same time as Jane Mannion returns to her previous role as Operations Manager for Fieldwork Services â€“ giving DJS almost half a century of experience across those two roles. Jane will be working closely with Janice Beard, who has been promoted to the newly created role of Field Recruitment Executive â€“ she will deal with all recruitment for qualitative research.

Speaking about the new appointments, Matt Coulling, Operations Director at DJS Research Ltd, felt it was another demonstration of the positive steps being taken at the northern agency:

â€œI think the addition of Paul is a huge step for us â€“ he has experience of larger scale telephone units which he can certainly utilise, but appreciates that one of the defining features of DJS is the feeling that every member of staff is an individual. Heâ€™s certainly brought in some great ideas and Iâ€™m looking forward to seeing him develop the CATI unit even further in th coming months.

The changes to the field department illustrate our continued commitment to internal promotion and the fact that we feel our staff are excellent ambassadors for DJS. Jane Mannionâ€™s experience speaks for itself, but Janice has demonstrated over the past few months that she is incredibly personable and has a real flair for recruitment, and itâ€™s fantastic for us to be able to bring her completely on-board. Iâ€™m very, very excited about the future â€“ watch this space!â€•

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