

# social engine

## Job Description

|                        |   |
|------------------------|---|
| <b>Job title</b>       | <b>Projects Coordinator</b>   |
| <b>Hours</b>           | 37.5 hours per week.  |
| <b>Salary</b>          | £25,000   |
| <b>Location:</b>       | Initially home based, but with regular client contact. Team meetings and frequent co-working in North London. |
| <b>Contract:</b>       | Permanent position  |
| <b>Responsible to:</b> | Avis Johns, Director.   |

### Role summary

The Projects Coordinator holds a central role within Social Engine. Part of a small, but growing team, the post holder will work across a range of projects alongside directors and our associates.

The post holder will be responsible for a range of activities, often working directly with a range of clients and on a number of different accounts. Excellent client management skills are required, combined with creativity and the drive to complete projects to a high standard.

Excellent written and verbal communications skills will be needed, including the ability to understand technical or complex issues making these accessible to a non-technical audience. This role provides a high degree of autonomy, with the expectation that the post holder will initiate and drive ideas, leading some aspects whilst working closely with colleagues to ensure successful project and client outcomes.

Social Engine specialises in behaviour change, social marketing and social research and we undertake projects with charities, unions and public sector organisations – some lasting a few weeks, others months; interest and/or experience of this type of work would be a real advantage. Similarly, the post holder will have a good understanding of research methods and feel comfortable designing and analysing qualitative and quantitative research.

## Main Responsibilities

### Client management

- You will project manage some accounts and support project management on others.
- With the project team (internal and client) you will devise project delivery plans and oversee the various elements (including research, creative development, report writing, client liaison etc) ensuring that projects keep to time and budget.
- Undertake regular client follow up ensuring that any issues arising are fed back to colleagues for action (where appropriate).
- Preparing client facing 'keep in touch' project updates, liaising with colleagues to secure content.

### Project support

- As a key part of our team you will work with colleagues to ensure that each project team member knows what is required of them and when.
- Provide administrative and organisational support scheduling events, interviews, focus groups and other meetings. You will prepare agendas and compile background documents, as required.

- Produce regular updates on work and progress reports for clients on project delivery, liaising with them to ensure clarity of expectations.
- Support the Directors and Senior Associates with the production of project delivery plans and research and engagement plans.
- Assist with the production and review of project reports for clients.

### **Contributing to projects**

- Undertake evidence reviews and desk research around key topics
- Conducting stakeholder interviews and coordinating other fieldwork.
- Preparing research and engagement plans for new projects

### **Communications**

- Produce content for external communications including the website, e-newsletters, blogs and social media.
- Producing content as required for projects, such as for emails, presentations, reports etc.
- Represent the organisation and our work to clients, partners, associates and other stakeholders.
- Proof reading proposals, reports and other copy produced.
- Commissioning printed materials, merchandise and design work.

### **Business Development**

- Provide support to the Directors in the preparation and submission of business proposals.
- Identify appropriate contract and business development opportunities, producing summaries of requirements and specifications to the Directors as required.
- Contributing to the successful development and growth of the organisation – sharing your thoughts on how we can improve our processes, learning from our own practice and evidence from others.

### **Other duties**

The above incorporates some of the major areas of work but is not exhaustive. Any other duties as required, consummate with the role.

### **Terms and Conditions**

25 days annual leave plus statutory English bank holidays.

37.5 hours per week - flexible hours but generally expected to be between 9am-5pm UK time with an hour off for lunch.

Contributory pension scheme on successful completion of three months probation.

### **Person specification**

**We're looking for someone with a commitment to positive social impact.**

#### **Problem solving:**

This position will involve working on a range of projects with a number of different clients and tight deadlines. The ability to understand client needs and to identify creative and methodologically robust solutions is essential.

#### **Responsibility:**

As a key post holder within the team you will be required to project manage some accounts and support others, working closely with our directors, research and delivery teams and with our senior research advisors.

**Communications and enthusiasm:**

We're looking for someone who is keen to develop their skills and experience within our growing agency. For that reason we're looking for someone who shows vision and is keen to help shape our offer and working practices. Naturally, the post holder will have excellent interpersonal skills.

Applicants will be assessed on their ability to complete the specific requirements for the role thus:

Assessed by: A = Application I = Interview

**Essential:**

|   |     |
|---|-----|
| Educated to degree level, or equivalent experience working in a client facing, project management role.                             | A   |
| Previous experience of working on projects and with clients to deliver work on time and budget                                      | A/I |
| Excellent written communication skills, with the ability to produce and present complex information and reports to varied audiences | A/I |
| Excellent interpersonal skills  | A   |
| Ability to understand end user requirements and to communicate technical information to a non-technical audience                    | A/I |
| Good numeracy, writing and IT skills  | A   |
| Thorough knowledge of Microsoft Excel (or similar) and data analysis.   | A/I |
| Ability to organise and prioritise own workload without supervision, working to meet tight and often challenging deadlines.         | I   |
| Ability to work well within a team and on own initiative.   | I   |
| Ability to establish and maintain effective working relationships with clients in order to contribute to project success.           | I   |
| Good attention to detail  | A/I |
| Desire to improve skills and knowledge through on-going training and development  | A   |
| A commitment to having a positive social impact   | A/I |

**Desirable:**

|   |     |
|---|-----|
| Experience of working in behavioural insights, social marketing or social change organisation | A   |
| Experience of working with agencies – either as a consultant or a commissioner                | A/I |
| Experience of managing project budgets  | A/I |