

social engine

Job Description

Job title	Research and projects officer
Hours	37.5 hours per week
Salary	£20,700-£25,000, plus employer pension contribution (3% from April 2019).
Location:	Home based, but with regular client contact and team meetings and frequent co-working in North London and Central London.
Contract:	Permanent position
Responsible to:	Avis Johns, Director

Role summary

The research and projects officer holds a central role within Social Engine. Part of our small, but growing team, the post holder will work across a range of projects helping to shape research projects, to undertake data analysis and to deliver insightful results for our clients.

The post holder will be responsible for a range of activities, required to work to a high standard and to tight deadlines. Excellent written and verbal communications skills will be needed, including the ability to present technical or complex issues 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 a range of research methods and feel comfortable designing and analysing qualitative and quantitative data.

Main Responsibilities

Project support

- Support the delivery of projects and contracts for clients, working with directors, other staff and associates, against agreed delivery plans.
- Provide administrative and organisational support scheduling events, interviews, focus groups and other meetings.
- 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.

Research

- Design and prepare surveys, interview guides, research plans and analysis plans as required and produce printed or upload electronic versions (using platforms such as Survey Monkey or Google Forms).
- Carry out analysis of research findings in line with research and engagement and/or analysis plans including covariate analysis as required.
- Produce reports on research findings, including data visualisations.

- Carry out desk-based research, literature and data reviews and Rapid Evidence Assessments and produce summary reports.
- Conduct research interviews and host focus groups.

Communications

- Produce content for external communications including the website, e-newsletters and social media.
- Produce relevant content and promotional materials as required, in order to recruit participants to research activities, liaising with partners to secure sufficient sign-ups.
- Represent the organisation and our work to clients, partners, associates and other stakeholders.
- Proof read proposals, reports and other copy produced.
- Commission printed materials, merchandise, photography 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

Support the effective operation of the organisation and project teams with administrative support including diary coordination, meeting scheduling and purchasing goods and services as required.

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.

3% employer pension contribution (from April 2019). Government pension regulations require that eligible employees contribute 5% from April 2019 onwards.

37.5 hours per week - flexible hours but generally expected to be between 9am-5.30pm UK time with an hour off for lunch.

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 expected, after training, to take on project management of 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 research or data analyst role either in-house or within or an agency.	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
Confident data analysis skills – able to interrogate sources and interpret these to help provide a narrative on the findings.	A/I
Thorough knowledge of Microsoft Excel (or similar) including data visualisation such as the creation/manipulation of charts and graphs.	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 projects	A/I