**Research Assistant - job description**

**Position title:** 2 xResearch Assistant, Public Audiences Team

**Place of work:** nfpSynergy London office, Spitalfields

**Type:** Fixed term, for 9 months

**Hours:** Full-time (35 hours a week)

**Remuneration:** £19,000 p.a. pro rata

**Start date:** 21st May 2018

nfpSynergy delivers research, insights and expertise to help non-profits understand their audiences and make informed strategic decisions.

We use a range of research and consultancy skills to help charities find out exactly what they need to know. We speak to over 30,000 people a year about non-profits. With over 15 years of experience and vital trend data, we help charities collate, analyse and understand the opinions of their key audiences and integrate them into their work. We have already helped over 150 charities in a vast range of ways, including understanding supporter journeys, segmenting their audiences and evaluating and improving services for the people who need them.

Non-profits of all sizes and areas have benefitted from our work, including three quarters of the UK’s top 50 fundraising brands. We have also written over 100 popular free reports and presentations on the major issues facing the sector.

**The roles**

We are a small, dynamic, values-driven research company that works exclusively for the non-profit sector, looking for two Research Assistants to join our hard working team based in Spitalfields, near Liverpool Street.

Both Research Assistants will provide support to the Public Audiences team, getting involved in our research with general public audiences in the UK and Ireland. This team works with a large number and wide variety of charity clients to provide research and consultancy on their interactions with the public. Key topics we cover in our research and outputs include brand, communications, fundraising, reputation and trust.

For one of the roles, we are particularly looking for someone with strong statistical skills, who’ll be keen to analyse big data sets and pull out key findings. We will also provide training in this area.

**Description of responsibilities and opportunities:**

* Opportunities to work on the research we conduct for a whole range of charities in the UK and further afield
* Primarily working on the Charity Awareness Monitor, as well as on other public audience research including Brand Attributes, the Celtic Charity Awareness Monitor, the Irish Charity Engagement Monitor and Families Insight
* Potential opportunities to provide support on bespoke projects, ranging from assisting with qualitative projects such as focus groups/interviews or quantitative projects such as segmentations
* Supporting the research team on tasks such as preparing client presentations, compiling and proofreading reports, data entry and invoicing
* Attending client and pitch meetings
* Dealing with client requests, including additional data analysis
* For one of the roles, tasks involving more complex statistical analysis of data
* Opportunities to work on tasks related to business development and marketing
* Providing core administrative support for the team and across the company. Assisting the Office Manager in tasks such as nfpSynergy event preparation, covering the front desk and keeping the library in good order

**Who we are looking for:**

This post would be ideally suited to a graduate who wants to gain knowledge and experience in market/social research and has an interest in the not-for-profit sector.

The post holder could have skills and experience in a variety of different areas. Some of the things we like to see in our staff:

**Hard skills / previous experience:**

* Previous research experience, whether qualitative or quantitative
* Special interest in analysing data (quantitative and qualitative)
* Strong numerical skills, experience of statistical analysis (for example using SPSS) – particularly for the role with a statistical focus
* An interest in some of the areas covered in the work of the public audience team, such as public opinion, charity branding or communications
* Experience of support/administration roles
* Knowledge of Microsoft Office, Excel and especially PowerPoint
* An interest in, and preferably experience of, charities and not for profits
* Experience of the public, private or voluntary sector

**Softer skills:**

* Strong oral and written communication skills
* Good time management and organisational skills
* Self-motivated, hardworking and proactive, able to deal with periods of heavy workload, and stay motivated during quieter periods
* Enthusiastic, personable and with a sense of humour
* Ability to work collaboratively and flexibly as part of a team

**What nfpSynergy delivers to you:**

* A varied and interesting role in Britain’s only research consultancy working exclusively in the not-for-profit sector, providing the chance to gain considerable insight into the sector
* The chance to be an integral part of a small but thriving, dynamic company
* 18 days paid holiday over the 9 months
* During your time at nfpSynergy we will work with you to polish your CV and help prepare for job interviews

**Testimonials from recent Research Assistants**

"The research assistant programme at nfpSynergy was the perfect start to my career. I was given all the support and training I needed to develop my research skills, and working with a wide variety of charities gave me a great understanding of the third sector. Coming in to work alongside such dedicated, passionate and fun colleagues everyday was a pleasure, and I was quickly encouraged to take on meaningful responsibility. I would recommend the experience to anyone looking to work with charities or in market research."

Jonny Harper, Researcher

“The Research Assistant scheme at nfpSynergy is a great opportunity to get a wide range of experience in all aspects of research. I found it really fascinating and inspiring to work with so many different charities, gaining a unique overview of the third sector. You're given a lot of support and guidance from the team, whilst at the same time being given enough freedom and space to really progress and follow your own interests. The working environment is fun, sociable, and engaging”.

Anna Wates, Researcher

**How to apply:**

* Send a cover letter and CV to Gemma Mallinson at [work@nfpsynergy.net](mailto:work@nfpsynergy.net) stating why you’re right for this position and why you would like to work with us.
* Please submit your application as a **single document with your full name as the document title**. Please state where you saw this job advertised and specify if you have a particular interest in the role which is aimed at someone with strong statistical skills. Please also write the job title in the email subject line.
* Please note the deadline is **midday, Wednesday 25th April 2018** and interviews will take place in the weeks commencing **30th April 2018**.
* **Please note, at the time of starting employment, the successful candidate must have permission to work in the UK.**
* No agencies please.