**Research Assistant - Job Description**

**Position title:** Research Assistant, Projects Team

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

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

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

**Remuneration:** £19,500 p.a. pro rata

**Start date:** Aprox May 2019

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 role**

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

The Research Assistant will provide support to the Projects team, who work on bespoke qualitative and quantitative research projects for a range of charities. The team work closely with clients to help understand their needs and to design useful research projects that can help them develop and grow. The type of work we do includes: interviews with service users to explore the impact of their services; focus groups to test awareness of a charities brand and communication; online surveys to measure people’s attitudes on social issues to influence the development of a campaign, or supporter satisfaction surveys to understand the motivations and potential retention of supporters.

**Description of responsibilities and opportunities:**

Provide support to the projects team in the design, development and management of bespoke research projects for various charities. This will include:

* Supporting the research team on tasks such as preparing client presentations, compiling and proofreading reports and research proposals, data entry and invoicing
* Organising review meetings and project feedback which takes place after each project
* Attending client and pitch meetings
* Organising recruitment of participants for some qualitative projects
* Dealing with client requests and talking confidently about the progress of their research project
* Assist in the marketing and raising the profile of the team/company
* Opportunities to work on tasks related to business development
* 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 kitchen stocked

**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)
* 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 and an attention to detail
* 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 a well-respected 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 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
* We will provide training in research skills

**Testimonials from Research Assistants**

"The research assistant programme at nfpSynergy was a great way to start 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 broad knowledge of the Third Sector. The office is full of dedicated, passionate and fun colleagues, 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."

Debbie Hazelton, 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 Berni White 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. Please also write the job title in the email subject line.
* Please note the deadline is **midday, Monday 1st April 2019** and interviews will take place in the weeks commencing **8th April 2019**
* **Please note, at the time of starting employment, the successful candidate must have permission to work in the UK.**
* No agencies please.