

Researcher for the bespoke Projects team

Job description

Position title: Researcher

Place of work: nfpSynergy London office, Spitalfields

Type: 12-month contract (with possibility of permanent)

Hours: Full-time (35 hours a week)

Start date: ASAP

Reporting to: Head of Projects

Salary: 25-28k (depending on experience)

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 benefited 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 Researcher to join our hard-working team based in Spitalfields, near Liverpool Street.

The Researcher will be involved in all of our bespoke research using both qualitative and quantitative research skills. The small and busy 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.

We are particularly looking for someone with interest and knowledge of the charity sector and experience in both qualitative and quantitative research (however the role will have more of a quantitative focus).

Description of responsibilities and opportunities:

- To coordinate and manage a portfolio of individual research projects from design to delivery.
- To be involved in quantitative fieldwork including questionnaire development, online survey scripting, monitoring sampling and quotas, data processing, charting, analysis and reporting.
- To be involved in qualitative projects from discussion guide development, recruitment, telephone interviews, analysis and reporting.
- To create and maintain client relationships throughout the project process including leading discussions with clients, liaising via the phone, email and face to face.
- To attend pitches and client debriefs/presentations for individual projects.
- To play a key role in sales processes for the bespoke projects team including weekly sales activity.
- To assist in the development of proposal writing and designing new bespoke projects for charities.
- To oversee the relationship with suppliers, negotiating costs and ensuring on-time delivery.
- To line manage one research assistant, writing objectives, conducting appraisals and providing support on workload and progression.
- Support junior colleagues in their work.

Who we are looking for:

This post would be ideally suited to a graduate with at least 18 months research experience who wants to gain more knowledge and expertise in the market/social research field and with an interest in the not-for-profit sector.

We would expect the post holder to have skills and experience in a variety of different areas including:

Hard skills / previous experience:

- Previous research experience in qualitative and quantitative
- Special interest in analysing data (quantitative and qualitative)
- Strong numerical skills, experience of statistical analysis (for example using SPSS)
- 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 one of Britain's only research consultancies 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
- 25 days paid holiday annually

Testimonials from recent Researchers

"Being at nfpSynergy has been an amazingly supportive and interesting place to work. My colleagues are a fantastic group of people who are passionate about the charity sector and all want to play their part in helping the sector thrive. This job is incredibly diverse, working with many different clients to understand their challenges and then helping to solve them through research and consultancy. Working at nfpSynergy provides so many opportunities to grow and develop whilst also making a difference."

Debbie Hazelton, Senior Researcher

How to apply:

- Send a cover letter and CV to Berni White at 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 and team in the email subject line.**
- **Please note the deadline is midday 20th November 2019** and we intend to interview from week commencing 25th November
- **Please note, at the time of starting employment, the successful candidate must have permission to work in the UK.**
- No agencies please
- In light of the incoming General Data Protection Regulations (GDPR), nfpSynergy has put up measure towards being compliant with the new standards of protecting personal data provided under this new legislation. For a copy of our GDPR Compliance Statement please contact insights@nfpsynergy.net.uk