www.the-sra.org.uk

Admin@the-sra.org.uk

Projects Officer

Location: Remote (UK-based)

Salary: £27,000 - £30,000 per year, depending on experience (pro rata based on 22.5 hours to £16,200 - £18,000)

Duration: 18-month fixed term

Hours: 22.5 per week, flexible across 3-5 days (Monday to Friday). Hours should be worked Monday to Friday, but we are flexible and welcome discussions on start and finish times to accommodate your individual needs.

Interviews: Week commencing 28th April

About Us

The Social Research Association (SRA) is an educational charity and membership organisation for social researchers, dedicated to advancing excellence in social research across the UK. We support the research community by:

- Growing and connecting an inclusive, diverse community of social researchers.
- Expanding career pathways and professional development.
- Advancing knowledge, best practices, and innovation in social research.
- Representing and advocating for the profession.

We are entering a very exciting period of increased member engagement by expanding our member benefits, researcher community offerings which include mentoring, and the launch of a new digital community platform. To support these initiatives, we are looking for a Projects Officer to help implement new processes and improve engagement with our services.

About the Role

This role focuses on rolling out and embedding new business processes, and ensuring staff and our members (of which there are approximately 1,500) can engage with our developing services. It is not a technical role but involves hands-on working with digital tools to improve how we deliver work and to enhance our members' experience of us.

The main responsibility will be working on the SRA's digital community project, but the successful candidate will also contribute to an important review of our member

benefits packages and a project focussed on group membership recruitment and retention, among other emerging workstreams. This is a new role for us – so we're excited to explore and shape it together.

Key Responsibilities

Project Implementation

Plan and deliver projects to improve member services, ensuring timelines and budgets are met.

Work with internal teams and external suppliers to implement new processes.

User Engagement & Support

Develop guidance, training materials, and resources to help staff and members adopt new ways of working.

Gather and respond to user feedback to improve engagement and adoption.

Process & Service Improvement

Analyse data and user feedback to refine services and increase engagement.

Identify and implement efficiencies in workflows and processes.

Communication & Coordination

Maintain clear project documentation and updates for stakeholders.

Support the development of marketing materials to promote new initiatives.

What We're Looking For

We know that great candidates don't always meet 100% of the criteria. If you're excited about this role, and keen to go on this exciting phase of our development with us, we encourage you to apply.

Essential Experience & Skills

You have delivered projects in a professional setting, either as a project manager or a key contributor to the project team.

You are comfortable using and supporting others with digital platforms Customer Relationship Management systems (CRM), Content Management Systems (CMS), or online community platforms. You take the time to understand systems, can troubleshoot common issues using initiative, and help colleagues make the most of the tools available.

You have developed clear guidance, training, or support materials to help others adopt new processes.

You have worked with stakeholders at different levels using clear and confident communication to engage users, explain processes, and support project delivery.

You have experience creating, developing and documenting business processes.

You're used to managing your workload independently and balancing priorities to meet deadlines.

Desirable Experience (Nice to Have, but not required)

You have worked in a membership organisation or similar environment.

You have contributed to a digital project or marketing campaign.

What We Offer

28 days of annual leave (pro rata) + bank holidays

Fully remote working (with occasional travel for meetings, not anticipated to exceed 10 per year)

Joining a fully remote team can be tricky, so we also offer a face to face induction to help you get started.

Employer pension contributions

Personal and professional development including payment for one subscription to a relevant membership/professional body

Free eye test

Our culture

It is important part of our mission to represent the profession in all its diversity. To do that, we are committed to developing a talented workforce that represents that diversity. We are an inclusive and welcoming organisation and committed to ensuring our culture and ways of working enable all of our people to thrive at work, and not negatively impact on their private lives.

Interview Process & Accessibility

We are committed to an inclusive recruitment process that gives all candidates the best possible opportunity to show their value.

We will provide interview questions 2-3 days in advance to help candidates prepare.

We will reach out to you in advance of the interview to check if there are any needs or requests that will make the process work better for you. We'll strive to meet any reasonable adjustments to the recruitment process.

Interviews will be held online, but we can arrange an in-person interview if preferred. In-person interviews would need to be held in London.

We anticipate one interview and it's likely this will be a mix of questions and a task.