

Researcher - job description

Position title: Researcher, Public Audiences Team

Place of work: Optional – home-working, hybrid or office-based. The role will involve a minimum of once-a-month travel to nfpResearch's office in Shoreditch, London for team meetings.

Type: Permanent

Hours and holiday: Full-time (35 hours a week). nfpResearch operates a 100-90-100 working policy. You will receive 100% of the listed remuneration for working 90% of required hours, provided 100% of your work-load is met. This means you can flexibly choose to take a half-day every week, or a day off every two weeks.

Remuneration: £28,500 - £32,500 p.a. + annual bonus

Start date: ASAP

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

We work hard to create and nurture a positive working culture. We believe happy staff deliver great work for clients. That is why we focus on development and training on all role related topics, opportunities for colleagues to progress in their careers and a 4.5 day week that enables us all to find the right work-life balance. The company meets once a month in person for a knowledge sharing meeting, where we catch up on anything from recent projects to new methodologies. After this meeting we have a social.

The charities we work with often give us excellent feedback and want to work with us again. We encourage feedback with staff and clients, and we act when we could have done better. To work at nfpResearch you have to be passionate about helping charities be the best they can be – this is what drives us. Working at nfpResearch will build your knowledge and understanding of the charity sectors in the UK, Ireland, Canada and the USA. We have already worked with over 200 charities of all sizes, sectors and regions.

The role

As a Researcher, you will be running elements of our research programmes, as well as managing client accounts and providing them with consultancy support. This will include advising charity clients on what the results mean for their organisation and how to make the best of their research.

The Researcher will be a core member of the Public Audiences team, working on our regular tracking research in the UK, Ireland and Canada, as well as on bespoke projects. In practice, this means

working on a wide variety of topics and using many different research methodologies to help charities make better decisions. Key topics we cover in our research and outputs include brand, communications, fundraising, reputation and trust.

Many charities subscribe to our regular tracking research, which primarily focuses on research with the general public and MPs. Some charities need more bespoke research, which would involve the team working closely with clients to help understand their needs and to design research projects to meet their objectives. This type of work could include: online surveys to measure people's attitudes on social issues to influence the development of a campaign; interviews with service users to explore the impact of their services; focus groups to test understanding of a charity's brand and communication; or supporter satisfaction surveys to understand the motivations and retention of supporters.

nfpResearch is based in Spitalfields, near Liverpool Street. We adopt a flexible working environment, enabling staff to work both at home and in the office. We require one day a month in the office at least, though the successful candidate may be expected to work in-office on additional days throughout the year for training or events, etc. nfpResearch operates a 100-90-100 working policy. You will receive 100% of the listed remuneration for working 90% of required hours, provided 100% of your work-load is met. This means you can flexibly choose to take a half-day every week, or a day off every two weeks.

Description of responsibilities and opportunities:

- Opportunities to work on the research we conduct for a whole range of charities in the UK and other countries
- You will primarily be working on our nfpPublic UK research, as well as on other public audience research
- You will lead on and project manage the nfpBrand tracker. This includes developing an annual business plan and working towards budget targets
- Managing elements of the nfpPublic UK research cycle, including creating and updating tracking questionnaires, liaising with suppliers to ensure successful fieldwork, analysis of results and compilation of online dashboards and reports
- Taking on a number of nfpPublic UK client accounts, involving advising clients on question design, carrying out additional data analysis, preparing and presenting at client debriefs including providing recommendations based on the research
- Management of one of our smaller research monitors or supporting management of a second large monitor
- Working on tasks involving more complex statistical analysis of data, using software packages such as Displayr, Q and SPSS
- Writing reports and blogs on our research, analysing our data and explaining what it means for specific clients or the wider charity sector
- Line management of one of our Research Assistants or Research Officers
- You will also work on bespoke projects, ranging from assisting with qualitative projects such as focus groups/interviews or quantitative projects such as segmentations

Who we are looking for:

This post would be ideally suited to somebody with a minimum of one years experience in a market or social research related role, with a strong interest in, or experience of, the charity sector.

Essential:

- Minimum 1-year previous professional research experience
- Experience of managing projects or research programmes, with minimal supervision
- Experience of managing clients or other external relationships
- Experience of presenting in a professional context
- Quantitative research experience, excellent numerical skills and experience of statistical analysis techniques
- Analytical skills and ability to interpret research, and explain what it means for a range of different audiences – both verbally and in writing
- A strong interest in some of the areas covered in the work of the public audience team, such as understanding public opinion, branding or communications
- A strong interest in, and preferably experience of, charities and not for profits
- Knowledge of Microsoft Office, Excel and PowerPoint

Desirable:

- Understanding or experience of qualitative research
- Experience of statistical packages such as Displayr, Q and SPSS
- Knowledge of brand principles / experience of working with brand teams

In addition, we also like to see the following softer skills in all our staff:

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 nfpResearch delivers to you:

- A varied and interesting role in the UK's leading 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
- 25 days paid holiday per year, plus bank holidays and days between Christmas and New Year
- Training for the MRS Advanced Certificate and a bonus if you pass the exam

How to apply:

- Please submit an application following this [link](#)
- At nfpResearch we run a blind recruitment process, where we anonymise each application once it is submitted. Please write the cover letter without reference the University you attended, your gender, ethnicity, school name or age.
- Please note the deadline is **midday, Wednesday 17th July 2024** and interviews will take place the week commencing **Monday 22nd July 2024**
- The application will ask for the following:
 - If you have the right to work in the UK
 - Some contact details
 - Your educational background
 - Your employment background
 - A 500 word personal statement about why you would be right for the role
- **Please note, at the time of starting employment, the successful candidate must have permission to work in the UK.**
- No agencies please.