

Recruitment: Lived Experts Research Community Manager

May 2024

THREE HANDS INSIGHT

Our purpose at [Three Hands](#) is to create business value and social value, hand in hand. Established in 2002, we're based in London and work all over the UK. We're made up of a core team of seven people as well as a number of associate team members. We're fuelled by a desire to create positive impact in society through the work that we do, whilst doing exemplary work for clients.

[Three Hands Insight](#) is the Social Insight arm of Three Hands, focused on enabling businesses to gain insight from charities and 'lived experts' in a wide variety of societal issues and vulnerability circumstances. Current and recent Three Hands Insight projects and clients include the Inclusive Design Panel for NatWest, a series of vulnerability insight sessions for Lloyds Banking Group and testing back-up power solutions for vulnerable people for energy companies. (You can read about these case studies, amongst others, [here](#).)

A major feature of Three Hands Insight is our [Lived Experts Research Community](#) (LERC). We established the community in 2022 to help businesses understand challenging customer circumstances, and to do a better job at inclusive design for vulnerable and underserved customers, and we've been developing and growing it since then. There are currently around 200 lived experts in the community.

We are now looking for a new Lived Experts Research Community Manager to manage the community and be the main point of contact for community members, to help develop the community, work with clients and take part in insight-gathering projects.

THE ROLE

The Lived Experts Research Community Manager will have four main areas of responsibility:

1. Community management

The main focus of the role is about being the 'face' of Three Hands for Lived Experts Research Community members, charities and businesses. It involves:

- Being responsible for ongoing, regular communications to engage and inform community members about opportunities to take part in research projects with clients
- Recruiting members of the community to take part in individual client projects
- Taking responsibility for the duty of care we have towards community members, through safeguarding, data protection and, more generally, a caring and attentive approach



- Writing, administering and analysis of surveys for the purposes of selecting community members to take part in activities

2. Community development and growth

This is about carving out the future of the community and will include:

- Managing the natural churn in member numbers by replacing people who leave the community
- Leading a plan to expand the community to 500 people within two years
- Helping to develop new ways for lived experts to share their experiences with businesses

3. Client management

Your responsibilities may extend to playing an account management role with a small number of clients, including:

- Day to day communications with the client
- Overseeing the production of videos featuring lived experts (recordings of Zoom sessions) when they are part of a client programme
- Operational and admin support on programmes

4. Group discussion moderation

Depending on your existing experience, and your appetite to develop in this area, you will have the opportunity to moderate qualitative discussion groups with lived experts, with appropriate support from other team members.

SKILLS, CAPABILITIES AND AREAS OF INTEREST

This is an ideal role for someone with an interest in qualitative insight, lived experience and social impact. People whose experience so far has given them exposure to at least some of the following will be well placed to apply:

- Market research and insight gathering
- Societal issues and their impact on people
- Lived experience and customer vulnerability
- Charities and social enterprises

Particular skills of value will be:

Research and insight gathering

- Knowledge and/ or experience of research communities
- Qualitative market research knowledge or experience

Communications

- Empathy, sensitivity, tact and kindness



- High levels of interpersonal skills when communicating with members of the Community, charities and businesses
- Excellent written skills
- The ability to use data to tell a story

Project management

- Very strong organisational skills with proven attention to detail
- The ability to juggle multiple projects and to prioritise work streams independently

IT proficiency

- Using an online platform to manage LERC communications
- Using Excel spreadsheets to manage datasets
- Using our CMS to manage website content
- Creating graphics to illustrate the characteristics of LERC members

Strategic thinking

- Strategic thinking and creativity to help plan the future of the LERC

You will be someone with a values-led approach who cares about social outcomes as well as business outcomes, and who is motivated to make a positive impact for charities and vulnerable people.

Most of all, you will be dynamic, self-motivated and keen to contribute to the success of Three Hands Insight. You will be interested in working with major businesses, and community organisations, alike. You will enjoy being challenged and you will be comfortable working in a hybrid fashion in a small team that thrives on relationships with businesses, charities and lived experts, and where you are often trusted to work independently and use your initiative, guided by the team's experience.

FURTHER DETAILS

This is a full-time role and remuneration will be £34k to £37k, depending on career stage and prior experience.

Other details are as follows:

- We are hybrid working, usually with 2 days a week in our office in Elephant & Castle
- We deliver both face-to-face and virtual projects, working with clients and charities up and down the UK. There will very occasionally be some travel within the UK.
- Team members are entitled to 25 days holiday per year, with the addition of the period between Christmas and New Year, when the office is closed.
- The successful candidate will be entitled to join the company pension scheme after three months of employment and the company private healthcare scheme after six months.



- We operate an annual profit-sharing scheme which, at the discretion of the directors, will make the successful candidate eligible for an annual bonus depending on their performance, and the performance of the business.

FINDING OUT MORE

If you have any questions about the role or Three Hands / Three Hands Insight, please email us, for the attention of Qam, at mail@threehands.co.uk.

APPLICATION PROCESS

To apply please complete our short application form (available to download from our website [here](#)), and email this, together with your CV (of no more than 2 pages) to mail@threehands.co.uk, for the attention of Qam, by **9am on Monday 3rd June at the latest**.

Please note that we will start shortlisting as soon as we receive applications, so please apply as soon as possible. Interviews will be offered on an ongoing basis to short-listed candidates (and at the latest during the week of 10th June) and we reserve the right to close the role prior to the closing date should a suitable applicant be found.

We will review all applications blind without reference to names or educational background. We will only look at named CVs for those we invite to interview.

We are keen for the successful candidate starts as soon as possible, but we are happy to accommodate notice periods.

Three Hands is an equal opportunities employer and will provide reasonable support to disabled applicants throughout the recruitment process. If you require any additional support to enable you to take part on the application process please contact us.

You may only apply if you have the right to work in the UK from June 2024 onwards. Three Hands does not sponsor work visas.