

Recruitment: Project Coordinator for Three Hands Insight

May 2024

THREE HANDS / 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. A major feature of Three Hands Insight is our [Lived Experts Research Community](#).

This strand of work has grown rapidly over the past three years and now accounts for well over half of the work that we do. As such, we are building our capabilities in market research, insight gathering and research community management to meet the growing demand from businesses for insight about the societal issues that affect their customers.

Current and recent 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. (There are more examples [here](#).)

THE ROLE

This Project Coordinator role will have three main areas of responsibility:

1. Desk research and outreach

Desk research into societal issues, and identifying and reaching out to charities in order to source partners for individual client projects;

2. Lived expert coordination

Liaison with, and coordination of, lived experts from our community who have been identified to take part in client projects;

3. Operational support

Operational and project management support on client projects, including client-facing communications. This might also include working on projects in our other strands of work, if and when needed.



This is an ideal role for someone with a strong interest in societal issues and social impact, in the early stages of their career in research. We see a clear opportunity for the successful candidate to grow into a bigger role with Three Hands Insight, including client management, and project design and facilitation.

SKILLS, CAPABILITIES AND AREAS OF INTEREST

The role would be well-suited to people whose experience so far has given them exposure to at least some of the following:

- Market research and insight gathering
- Societal issues and their impact on people
- Lived experience of vulnerability circumstances
- Charities and social enterprises
- Corporate ESG, CSR or sustainability initiatives

Particular skills of value will be:

Research and relationship-building

- Desk research on societal issues to inform us for client projects
- Desk research to identify charity partners
- The skill and tenacity to reach out to charities, including picking up the phone to start the process and identify the right contacts
- Developing and nurturing productive relationships over time

Communications

- The confidence to build relationships and to feel at ease with people in different types of organisations through face-to-face, video, telephone and email contact
- The ability to listen, understand and retain information from conversations with businesses and community organisations
- The ability to write coherently and articulately, with a variety of audiences in mind

Project management

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

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 £28k to £33k, depending on prior experience.

Other details are as follows:

- We are hybrid working, with a minimum of 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 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 the candidate will be able to take part in as of the second financial year of their employment.

FINDING OUT MORE

If you have any questions about the role or Three Hands / Three Hands Insight, please email us, for the attention of Emily, 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, by **9am on Friday 24th May 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 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.

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 in 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.