PlaceME@SMI 2020: Summer Intern at Shelter – Various Projects

Project Leader / Supervisor	Catherine Dickinson, Jayne Atherton
Department / Organisation	Digital Advice Team, Shelter
Project title	Summer Intern – Various Projects
Project reference	PMS-07-2020
Location of placement	Furnival House, Sheffield City Centre

Summary of research project

Shelter's online advice helps millions of people every year struggling with bad housing or homelessness.

We're looking for an exceptional person to join our digital advice team for six weeks over the summer. The successful candidate will play a key role in helping us better understand our online users and people in need of housing advice and support in England. They will be involved with designing and implementing user research projects, analysing data and reporting it to the organisation.

Over the course of this placement, you will gain valuable experience conducting research within a dynamic digital team at a major national charity.

Two students might be accepted for the placement.

Links to external organisation(s), including international partners (if relevant)

This role could potentially involve contact with government agencies (Office for National Statistics, Ministry of Housing, Communities and Local Government, Homes and Communities Agency etc.) for data gathering purposes.

Tasks to be performed during the placement

- Working with the digital team to design and carry out user research projects
- Helping devise data and evidence-driven improvements to online services
- Analysing website, social media, and survey data
- Gathering data from internal and external sources
- Writing reports and summary documents
- Data visualisation

Project's outputs

Reporting findings in required formats depending on the nature of work over the placement period. This could include:
- Report writing and summary documents
- Presentations
- Data visualisation

Person specification

We are looking for a confident individual who is a quick learner, well-organised, and happy to put forward their own ideas to improve Shelter's online advice services and research processes.

Essential:
- Excellent verbal and written communication skills
- Strong numerical skills
- Experience with Microsoft Office (particularly Excel)
- Experience of quantitative analysis
- Able to produce work with excellent attention to detail and accuracy
- Proactive and able to prioritise workload effectively
- Able to work individually and as part of a team

Desirable:
- Knowledge and experience of Google Analytics, Facebook Analytics, Twitter Analytics etc.
- Experience in data visualisation
- Interest in the housing sector and/or awareness of issues around housing and homelessness

Terms and conditions

The placement will take place at Shelter's Sheffield office at Furnival House, for 35 hours a week over a period of 6 weeks between the middle of June and end of September. The successful candidate will be awarded a £1,953 bursary by SMI.

Students who will be awarded the placement are expected to write two blog posts (x 300 words) for SMI about their experiences.

How to apply?

Candidates should send a CV and a motivation letter in <u>PDF formats</u> by 19 April 2020 to Aneta Piekut <u>a.piekut@sheffield.ac.uk</u> in an email entitled 'PlaceME@SMI – The Shelter placement'.

Shortlisted candidates will be interviewed by Shelter by the end of May 2020.

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