



## JOB DESCRIPTION

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### 1. JOB DETAILS

Job Title	:	Intern (Public Services and Communities Team)
Department	:	RSA Action and Research Centre
Status	:	Full time for a period of six months (from Oct 2016 – Apr 2017), with some flexibility, especially for those with caring responsibilities.

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### 2. PURPOSE OF ROLE

To provide research support, public engagement, stakeholder management and project administration on several flagship projects within the RSA's Public Services and Communities (PSC) team.

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### 3. KEY TASKS/RESPONSIBILITIES

To provide research, engagement and administration support for a range of action research projects within the current PSC programme, including work on heritage, place-shaping and local public service reform.

In particular, understanding the links between heritage, identity and place where the role will support the development and dissemination of the RSA Heritage Index. Launch of the Heritage Index is a significant media event and this role will support the development of relationships to inspire local action and engagement.

The role will also involve research, engagement and coordinating activity in our health and wellbeing programme, including working with an active group of RSA Fellows as part of PSC's activity with NHS England and other funders and partners.

Key responsibilities will include:

- *Research* - including basic data analysis, reviewing existing published literature of a specialist nature and preparing written summaries;
- *Engagement* - helping citizens put the RSA's research into action – including fielding enquiries, promoting local activity and supporting on the ground activity where appropriate; and,
- *Administration* - supporting the PSC team of researchers and directors with project coordination, communications and events organisation, to include writing up workshops, seminars and conferences for dissemination through RSA channels.

The role is likely to involve additional support as required to ongoing PSC work with universities, Future Prisons and the Inclusive Growth Commission.

#### 4. PERSON SPECIFICATION: KNOWLEDGE AND SKILLS REQUIRED

We're looking for an enthusiastic and committed self-starter with excellent organisational skills, the ability to build excellent working relationships and the ability to learn both quickly and on the job. We are also looking for someone who is creative and has a passion for innovating and designing new approaches to engaging citizens in taking action locally.

##### **Essential:**

- Interest in and commitment to the RSA, the Power to Create and the Public Services and Communities change aim.
- Interest in public policy, including the role of the state, relationship between people and place, and the future of public services and welfare.
- Interest in trialling and testing creative approaches to assisting local 'changemakers' to get the most of their efforts.
- Experience organising or managing meetings, events, clubs or societies.
- Strong relationship-building skills, including professionalism in balancing the effective use of phone, email and face-to-face communication so as to maximise productivity.
- Proven ability to multitask, manage time and to work flexibly and proactively in a busy team.
- Strong communication skills, with the confidence and ability to communicate effectively, both in writing and verbally, with people at all levels.
- Strong IT and digital communication skills including experience using MS Office, and channels such as Twitter and Facebook to reach a wider audience.
- Professional, hard-working and conscientious approach to work.

##### **Desirable:**

- Interest / academic background in
  - healthcare and/or health policy
  - models of social change and/or place-making
  - behavioural science/economics and behaviour change

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#### 5. NATURE AND SCOPE

The RSA (Royal Society for the encouragement of Arts, Manufactures and Commerce) is an enlightenment organisation committed to finding innovative practical solutions to today's social challenges. Through its ideas, research and 28,000-strong Fellowship it seeks to understand and enhance human capability so we can close the gap between today's reality and people's hopes for a better world.

The RSA Action and Research Centre is driven by the conviction that we are living through a period which could prove to be just as exciting and just as fraught with risk as the era in which the RSA was founded. New technologies and the drive of a new generation of entrepreneurs is remaking our world and opening up great prospects for business, public services and education. Insights from the worlds of design, psychology and the arts add to the sense of dynamism and progress.

The context may be new but the belief in releasing human potential as the key to seizing new opportunities remains undimmed. This conviction can be seen in the themes that underpin our work:

- Public Services and Communities
- Economy, Enterprise and Manufacturing
- Creative Learning and Development

The ideal applicant will have an interest in the RSA's values and areas of work, including communities and public services; design and enterprise; and learning, cognition and creativity.

This opportunity would most suit someone with strong action research skills who has a knowledge of and interest in a range of contemporary issues facing society and public services. The post is likely to appeal to someone who is proactive, enjoys variety and is comfortable with multi-tasking.

This job description is not exhaustive and is liable to review following discussion with the job holder. The job holder will be expected to undertake any other reasonable duties as requested by their line manager and commensurate with the job grade.

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The attention of the job holder is drawn to the following:

1. All employees have a duty under the Health and Safety at Work Act to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in Society business as well as any visitors to the Society.
2. All employees have a duty to comply with the Society's Equal Opportunities Policy in their contacts with other staff, Fellows and visitors.
3. All employees have a responsibility to ensure that their use of the RSA's computer systems does not jeopardise the security, integrity or legality of that system. Users must:
  - maintain password confidentiality and not provide access to the system to those not employed by the RSA or in any other way unauthorised;
  - not load any software onto the system themselves nor permit anyone other than a member of the RSA's IT department to load software onto the system;
  - not use any unlicensed software and report any suspected breaches of software licensing to the RSA's IT Manager (the Chief Operating Officer) or another member of the Executive Team;
  - take the same care with e-mails as with any other written communication from or on behalf of the RSA; and
  - restrict their usage of the Internet to that allowed by the RSA.

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Signed by Job Holder..... Date.....

Signed by Manager..... Date.....

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## EMPLOYEE BENEFITS

*On joining the RSA you will be entitled to receive:*

### Annual leave

RSA employees are entitled to statutory holidays of 28 days including bank holidays (pro rata for part time staff or new staff joining mid-way through the year). The holiday year runs from 1 April to 31 March. No holiday may normally be taken during the first three months of employment. The RSA may designate three days during the Christmas period to be taken as part of the annual entitlement. If this is intended, employees will usually receive at least three months' notice.

### Sick pay

Sick pay up to 4 weeks at full pay.

### Life Assurance Scheme

Life Assurance for 4 times annual salary.

### Childcare vouchers

Up to £55 per week or £243 per month as a tax-free salary, where eligible.

### Employee assistance programme

24/7 information and advice line on any topic. Also provide face to face counselling.

### Eye care

The RSA covers up to £25 for eye tests and contributes up to £50 towards glasses required for working with a computer.

### Discounted gym membership

At a wide variety of gyms and health clubs across the UK.

### Discounts and vouchers

Cashback and discounts on thousands of products and services.

### Food and drink

Subsidised food and drink at the Gerard Bar, and free tea and coffee in the offices.

### Staff Fellowship

Fellowship is free throughout employment plus one year after leaving the RSA; then 50% discount for life.

### Library and events

The Library and the Events Programme are open to all staff.

### Learning and development

Broad training programme and opportunities for individual training.

### Social

If your internship coincides with them, we have two staff shindigs per year and a Civic Day where we get together to work in the local community.

## APPLICATION DETAILS

To apply for this position please prepare the following to submit as one document:

- **Your CV**
- **A Covering Letter** clearly addressing how you meet the criteria for the role as set out in the person specification. You may address your covering letter to Amanda Kanojia.
- **Short written exercise (maximum 500 words):**  
Drawing on your personal, academic and/or professional background, tell us about your experience(s) in making positive changes in a local neighbourhood or with regard to a specific social policy issue. We are particularly interested in why you got involved, what you did and what you learned as a result. Feel free to draw on what you have observed in the actions of others, especially where you have tried to influence those actions or have been directly involved yourself.

Please submit your application through the RSA website. The deadline for completed applications is Midnight on **Monday 19<sup>th</sup> September 2016**. Please note that we cannot accept late or incomplete applications. We will shortlist during that week and inform you if you have been successful.

Interviews are expected to take place on **Monday 3<sup>rd</sup> October 2016**. The internship is expected to commence the week commencing **Monday 10<sup>th</sup> October 2016**.

Please note that we are unable to accept late or incomplete applications.

If you require any reasonable adjustments to the application or interview process (e.g. communication support, personal support or physical access), then please contact a member of the HR team in confidence by calling 020 7451 6907.

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