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| Job Title | Senior User Researcher |
| Grade  | Grade B |
| Directorate | Engagement  |
| Job Purpose | To support the design and delivery of high-quality services by establishing a deep understanding of the needs of users at the heart of the teams working on them  |
| Accountabilities | Plan, design and prepare user research activities (including interviews, focus groups and useability testing) to support the design, development and continuous improvement of services for all our users – public, provider, stakeholder and staffOrganise the recruitment of user research participants including working with recruiters where neededPrepare discussion guides and scripts to support user research sessionsModerate user research sessionsLead analysis of research data and produce clear and actionable findings, including working closely with colleagues to create a rich picture of user behaviourCommunicate user research findings to help the team and wider organisation develop a deep understanding of users and their needsChampion implementation of the Public Engagement Strategy across CQCWork closely with product managers, content designers and developers to turn user research findings into stories and actions that lead to valuable product and service featuresAlign user research activities with wider plans to inform roadmap of service developmentBuild user-centred practices into the work of the organisation’s teamsMentor and guide more junior user researchers to assure and improve research practiceSupport and be involved in the user research community within the organisation, including sharing ideas, supporting across other projects, and practical support such as note taking and co-interviewingUndertake mandatory training and take a proactive approach to personal and professional developmentContribute to the wider government user research community.Occasional travel to support user researchAny other appropriate duties as assigned by management in line with job responsibilities and banding |
| Specific skills and experience | Excellent oral and published written communication skillsExperience of an Agile project management environment and preferably qualified in themKnowledge of health and social care or regulatory environmentsExperience of managing multiple projectsExperience of dealing with senior stakeholdersExperience of advocating for user research and engaging sceptical colleagues and stakeholdersExperience of helping teams adopt user-centred service design and delivery practices and embed them into their agile workflowThe ability to understand the complex problems a team is trying to solve, and align user research activities to inform decision making and actionExperience of helping teams adopt a wide range of user research methods, analysis and synthesis techniques and approaches to presenting and sharing findingsProven experience of introducing new user research methods into a team, and guiding colleagues in the choice and effective application of research methodsThe ability to include all kinds of users in appropriate research activities to help teams understand the diversity of users of CQC servicesA good understanding of the social and technological context for public sector services and experience of aligning user research activities to help teams understand changing user behaviourKnowledge of software typically used in user research (e.g. Miro, Consent Kit) or willingness to learn how to use theseDesirableKnowledge of the technologies used to build and operate digital services, and the ability to work closely with colleagues in technical roles and to constructively challenge technical constraintsExperience in running workshops and focus groups as part of discovery and usability testingExperience of user research for government services and the GDS service standard assessmentLine management experienceExperience of managing internal and external suppliers |

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| Values & Behaviours | ExcellenceIn my work for CQC:I set high standards for myself and others, and take accountability for resultsI am ambitious to improve and innovateI encourage improvement through continuous learning,I make best use of people’s time, and recognise the valuable contribution of others CaringIn my work for CQC:I am committed to making a positive difference to people’s livesI treat everyone with dignity and respect I am thoughtful and listen to othersI actively support the well-being of othersIntegrity In my work for CQC:I will do the right thingI ensure my actions reflect my wordsI am fair and open to challenge and have the courage to challenge othersI positively contribute to building trust with the public, colleagues and partnersTeamworkIn my work for CQC:I provide high support and high challenge for my colleaguesI understand the impact my work has on others and how their work affects meI recognise that we can’t do this aloneI am adaptable to the changing needs of others |