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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 staff  Organise the recruitment of user research participants including working with recruiters where needed  Prepare discussion guides and scripts to support user research sessions  Moderate user research sessions  Lead analysis of research data and produce clear and actionable findings, including working closely with colleagues to create a rich picture of user behaviour  Communicate user research findings to help the team and wider organisation develop a deep understanding of users and their needs  Champion implementation of the Public Engagement Strategy across CQC  Work closely with product managers, content designers and developers to turn user research findings into stories and actions that lead to valuable product and service features  Align user research activities with wider plans to inform roadmap of service development  Build user-centred practices into the work of the organisation’s teams  Mentor and guide more junior user researchers to assure and improve research practice  Support 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-interviewing  Undertake mandatory training and take a proactive approach to personal and professional development  Contribute to the wider government user research community.  Occasional travel to support user research  Any other appropriate duties as assigned by management in line with job responsibilities and banding |
| Specific skills and experience | Excellent oral and published written communication skills  Experience of an Agile project management environment and preferably qualified in them  Knowledge of health and social care or regulatory environments  Experience of managing multiple projects  Experience of dealing with senior stakeholders  Experience of advocating for user research and engaging sceptical colleagues and stakeholders  Experience of helping teams adopt user-centred service design and delivery practices and embed them into their agile workflow  The ability to understand the complex problems a team is trying to solve, and align user research activities to inform decision making and action  Experience of helping teams adopt a wide range of user research methods, analysis and synthesis techniques and approaches to presenting and sharing findings  Proven experience of introducing new user research methods into a team, and guiding colleagues in the choice and effective application of research methods  The ability to include all kinds of users in appropriate research activities to help teams understand the diversity of users of CQC services  A 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 behaviour  Knowledge of software typically used in user research (e.g. Miro, Consent Kit) or willingness to learn how to use these  Desirable  Knowledge 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 constraints  Experience in running workshops and focus groups as part of discovery and usability testing  Experience of user research for government services and the GDS service standard assessment  Line management experience  Experience of managing internal and external suppliers |

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| Values & Behaviours | Excellence  In my work for CQC:  I set high standards for myself and others, and take accountability for results  I am ambitious to improve and innovate  I encourage improvement through continuous learning,  I make best use of people’s time, and recognise the valuable contribution of others  Caring  In my work for CQC:  I am committed to making a positive difference to people’s lives  I treat everyone with dignity and respect  I am thoughtful and listen to others  I actively support the well-being of others  Integrity  In my work for CQC:  I will do the right thing  I ensure my actions reflect my words  I am fair and open to challenge and have the courage to challenge others  I positively contribute to building trust with the public, colleagues and partners  Teamwork  In my work for CQC:  I provide high support and high challenge for my colleagues  I understand the impact my work has on others and how their work affects me  I recognise that we can’t do this alone  I am adaptable to the changing needs of others |