

Job Profile

Job Title: User Researcher

Job Grade: Level 4, Zone 2

Salary Range: £42,687 - £49,515

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy, we're focused on creating a borough where everyone can live a good life and nobody gets left behind. We're willing to be bold and try new things in the process. Here's where you can help design a better future for us all.

It's an exciting time to join Camden's developing in-house Strategy and Design team. Over the last 18 months we've been learning about the conditions needed to adopt design-led approaches to change.

We have a clear vision - to organise the right people and skills around challenges ([like our missions](#)) to deliver the best outcomes for Camden residents and renewal after the pandemic. We have clear priorities through the re-refresh of Camden 2025, and we are ready to get going.

We are building capability across policy, design and delivery, all working across one connected programme of work. You will work alongside other User Researchers, Service Designers, Policy Designers and will work closely with Content Designers, Product Designers and Organisation Designers. We are a growing team, so there is lots of scope to shape culture, practice and ways of working. Skills are important but equally are characteristics like empathy, humility and kindness.

About the role

As a User Researcher at Camden, you'll be responsible for exploring and gaining a deep understanding of the behaviours and needs of our residents, communities and organisation. Working on key projects such as debt and household financial resilience, supporting young people at risk moving between children's and adult services, and how we ensure our tenants thrive in safe homes. You'll work in multidisciplinary teams to make research actionable, in order to inform policy and the design of our services so that they work well for people and achieve policy outcomes.

Key responsibilities will include:

- **Understanding need:** You'll support teams to get a deep understanding of the people and communities who use our services to inform policy and service design.
- **Supporting colleagues:** You'll work with colleagues from across the council and external stakeholders to help them understand User Research, insights and evidence.
- **Practice development:** You will help develop our inclusive research practices, and manage a research bank and other tools for managing evidence.

About you

You will be comfortable with working on complex policy areas and issues where there's no easy answer. You have a bias for action, delivering timely findings that help teams focus on making change happen on the ground.

- **Problem framing:** You understand how to bring together insight from multiple sources and use this to frame problems.
- **Inclusive research:** You know how to plan, recruit and include all kinds of people and community groups in appropriate research activity to understand their needs and behaviours.
- **Analysis and synthesis:** You will be able to turn research data from multiple sources into clear insights that help inform decisions. You know how to involve colleagues in analysis and synthesis to build consensus and challenge assumptions.
- **Facilitation:** You will be great at bringing people together and facilitating group conversations, and making research findings engaging, relevant, understandable and actionable for different audiences.
- **Communicating information:** You will have some experience working with colleagues and stakeholders from across the council to help them understand user research and insights.
- **Measuring impact:** Working with multi-disciplinary teams you ensure impact measurement and theories of change throughout the design process, making sure solutions meet the needs of users and our desired outcomes.

- **Agile practices:** You are happy working in the open and in a collaborative way in a multidisciplinary team, and delivering timely findings.

Work Environment:

The role will comprise of some office working, some home working and some working in the community.

People Management Responsibilities:

The post has no line management responsibilities.

Relationships:

The post holder will work with a variety of teams across the organisation and be comfortable engaging with senior stakeholders on complex ideas and issues where there's no easy answer.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would

like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact Gemma Brayson on 020 7974 1585, at Gemma.Brayson@camden.gov.uk