

Role profile - Senior Design Researcher

Salary: £49,930-£57,543 (depending on skills and experience)

Grade: Zone 5, Level 1

Term: Permanent

About the Senior Design Researcher role:

We're looking for experienced, empathetic, and passionate Senior Design Researchers to work with multidisciplinary teams across policy, design, service expertise, data and research to help scope, plan, and deliver great work that the organisation can be proud of.

As a Senior Design Researcher at Camden, you'll play a leading role in how we explore and gain 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.

The successful applicant will champion new and different ways of solving problems, promote inclusive and equitable approaches within research, and create a culture of continuous improvement to ensure that we achieve the outcomes that meet the needs and expectations of both our residents and staff in a sustainable way. Skills are important but equally are characteristics like empathy, humility and kindness.

The postholder will be comfortable with supporting multiple project teams to adapt and maintain high standards of ethical research, as well as coaching and supporting people throughout the organisation, from a range of backgrounds and levels of experience, in working in design and agile environments.

The Senior Design Researcher will be managed by our Lead Designer.

About the skills & mindset the Senior Design Researcher will nurture and hone to thrive at Camden

The Senior Design Researcher will establish themselves as an expert in bringing about genuine people-centric, design-led change through:

- **Project leading and direction:** You will direct people-centred research of services and police areas. You will lead multidisciplinary teams whilst demonstrating what good looks like and the value that a design-led approach can bring.

- **Coaching colleagues:** You'll help support teams, colleagues and senior leaders across the council to understand User Research, insights and evidence, and apply research approaches in their work.
- **Developing our research:** You will take a key role in developing and growing our inclusive research practices and help to push the way our disciplines work together. You will proactively look for opportunities to learn from peers in the sector.
- **Building our community:** Drawing on different networks and methods for engaging and understanding our communities and partners. You'll build relationships and work with our community researchers and participation team.

This post requires a positive attitude, the use of initiative, and the ability to adapt to changes. The postholder will be encouraged to work in an innovative and creative way that puts people at the heart of our work and the postholder will need to engage regularly with their line manager and team members to determine the most purposeful, priority work and assignments to be carried out and the relevant relationships to be formed to enable this.

About you:

You will be comfortable with working on complex policy areas and issues where there's no easy answer. As well as a commitment to learning and honing your skills, you'll have a **creative, problem-solving mindset** and be comfortable with complexity. You have a bias for action, delivering timely findings that help teams focus on making change happen on the ground. Some of the skills and mindsets we value:

- **Strategic mindset:** You have experience leading multidisciplinary research projects, providing clear direction and ensuring high quality outputs and deliverables. You're comfortable working with senior stakeholders to manage expectations and bring them alongside the project journey.
- **Problem-solver:** You are confident in bringing together insight from multiple sources and use this to frame problems. You can clearly frame hypotheses and identify opportunities for service and policy improvement.
- **Inclusive approach to research:** You will be experienced in knowing how to include all kinds of people and community groups in appropriate research activities to understand their needs and behaviours. You ensure our approach is ethical and safe for both participants and our team. You look to develop relationships with organisations and individuals to be part of a bigger network of assets, strengths and partnerships.

- **Analytical:** 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. You'll know when different types of evidence are needed to give confidence to design decisions.
- **Strong facilitator:** You will be great at bringing people together and facilitating group conversations, and making research findings engaging, relevant, understandable and actionable for different audiences.
- **Clear communicator:** You will be confident working with senior leaders and stakeholders from across the council to help them understand user research and insights.
- **Care about measuring impact:** You will be focused on working with teams to ensure we measure impact, with clear theories of change sitting alongside the design process, making sure solutions meet the needs of users and our desired outcomes. You will be capable of building a well evidenced 'case for change' to support further development of solutions.

Working at Camden

- 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. Hire Me My Way aims to triple the number of available good quality flexible jobs to 1 million by 2020.
- The postholder will need to work some part of each week in the office (5 Pancras Square, London, N1C 4AG) as determined in regular discussions with their line manager and project teams.
- As well as working with members of their relevant team, the postholder is expected to develop and maintain effective and constructive relationships with colleagues across all parts of the Council, including Council leadership and Heads of Service, as well as Camden residents and other members of the public.
- The postholder will need to work some part of each week in the office (5 Pancras Square) as determined in regular discussions with their line manager and project teams. The postholder will also need to engage regularly with their

line manager and others to enable the work and assignments to be carried out and build relationship.

- 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](#).
- This post has no specific line management responsibilities, but the postholder will be required to manage people on individual projects or programmes of work for which they're responsible and may line manage people in the future as the team and work evolves.

Diversity and 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're a truly inclusive organisation that encourages diversity in all respects. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to help us make a real difference to our residents so that equity, inclusion, and justice remains at the heart of everything we do.

To discover more about Camden and our commitment towards diversity, equality and safeguarding, please visit [our recruitment website](#).

Agile working

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Asking for Adjustments

Camden is committed to making our recruitment practices and as accessible as we possibly can for everyone. This includes adjusting or changing the process 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, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.