**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. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

**You will be a user researcher, gathering actionable insight into the problems experienced and positive actions needed for the citizens in Camden, often but not exclusively where a digital product or service needs to be created, evaluated or iterated. You will be working in the open, collaborating across teams and working across all channels to ensure our products and services have users' needs at the heart of all that we do.**

**About the role**

Working as part of a multidisciplinary team and reporting to the Lead Designer, the role of User Researcher is to identify, understand and validate through research opportunities for new and amended service processes and technologies. You will be helping cross-functional teams to inform and validate service and user journeys, helping services understand opportunities to transform; devising and executing inclusive, varied user research strategies and tactics, sharing and presenting the data and narratives you learn to help teams design and improve products and services.

User researchers plan, design and carry out research activities with users that help teams get a deep understanding of the people that use our services. This research informs policy, proposition, service, content and interaction design so that products and services work well for citizens.

You will ensure that views of all parties, including end-users, are fully considered, verified and validated and that appropriate prioritisation is applied to meet business objectives.

You will take an active and engaged role in the iterative design and development process, providing expertise in user needs, noting where further research would best inform solutions and where evidence points to optimisation of accessibility and usability, ensuring that solutions meet the Government Digital Service Standard.

You will coach and advise other Digital Products and Services team members in their research practice and play a key part in working with other teams across the council commissioning and running their own research to form a community of practice.

Define and create approaches to user research delivery within Camden, including coaching others from across Camden in best practice

You will undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.

**About you**

You will plan, design and carry out research activities with users that help teams get a deep understanding of the people that use government services as a key part of our cross-functional teams.

You will have an understanding of service design principles, practices and methods and of product development methodology, frameworks and principles. You will have the ability to influence, persuade and communicate and to make Data and evidence-driven decisions.

**Knowledge**

- Thorough understanding user research principles and benefits
- Knowledge of modern technology, including cloud technology, architecture, agile delivery methods and software practices
- Knowledge of the cross-government DDAT framework

**Skills and Abilities**

- **Analysis and synthesis.** You understand how to apply techniques for the analysis of research data and synthesis of findings. You know how to involve your team in analysis and synthesis. You can present clear findings that colleagues can understand and use.

- **Inclusive research.** You understand the diversity of users of government services and the need to make services usable and accessible for everyone. You can work with colleagues to include many kinds of users in research activities appropriate to their situation and needs.

- **Research skills.** You understand and have experience of user research methods. You know when to use those methods and how to apply them correctly. You know how to involve your team in research activities, ~~including when to use qualitative or quantitative research methods.~~

- **Society and technology.** You understand the social and technological context for local government services. You can align user research activities to help your team understand changing user behaviour.

- **Strategic insight.** You understand what problem the team is trying to solve. You can align user research activities to inform decision making and action.

- **Technical understanding.** You have a good knowledge of the technologies used to build and operate digital services. You understand the different technical roles in a digital team.

- **User-centred and agile practices.** You understand and have experience of a range of user-centred practices. You know how to work with colleagues to plan and do continuous user research in a multidisciplinary team

**Experience**

- Creating and executing user research for diverse communities
- Experience working in multidisciplinary teams
- Experience informing service and user journey maps, including dependencies and risks
- Experience of building positive relationships with a range of both internal and external stakeholders
- Experience of presenting and sharing research with wide audiences

**Work Environment**

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns which are a combination of office-based and home working, as required by the service and effective delivery of services within that framework.

**People Management Responsibilities**

N/A

**Relationships**

- Internal at all levels including executive, senior officer, officer and members.
- External, including local government, voluntary sector, public, private, membership bodies and professional bodies.
- To represent Digital Product and Services and the Council at national and international level.

**Over to you**
We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

**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 us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras S