Job Title: Senior User Researcher
Job Grade: Level 5, Zone 1
Salary Range: £47,575 - £55,188

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-fresh 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 Senior User 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.

Key responsibilities will include:

- **Project leading and direction:** You'll direct user-centered research of services and police areas. You'll 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.

- **Practice development:** You'll 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.

- **Community building:** 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.

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.

- **Project strategy:** 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 framing:** 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 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.

- **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. You'll know when different types of evidence are needed to give confidence to design decisions.

- **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 be confident working with senior leaders and stakeholders from across the council to help them understand user research and insights.

- **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.

- **Agile practices:** You're experienced working in an open, iterative and 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 and influencing 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 us on 020 7974 1585, at Gemma.Brayson@camden.gov.uk