User Researcher / Senior User Researcher

Ministry of Justice Digital and Technology Services

We design, build and support user-centred digital and technology services for the justice system: services that make a real difference to our staff, members of the public and their families who use them. Millions of people every year interact with our services, and Digital & Technology play an important role in improving access to justice and making that experience much easier and less distressing.

We are using digital, data and technology to build capability, work smarter and more efficiently. We want to create a digitally enabled end-to-end justice system which can adapt and respond to changing needs. We were the first digital team in a government department, and the first to deliver an exemplar service, with experts in web development, design, delivery and product management and user research, alongside around 50 organisations, including the courts service and Government Digital Service (GDS).

To find out more about us please visit our blog.

THE ROLE

We're looking for talented and tenacious people to join our digital teams in London, Birmingham, Glasgow and Sheffield to take the lead in creating world-class services in the justice system. We use cutting-edge agile software development approaches to make rapid but meaningful improvements to public services that live up to the unique challenges of MOJ's responsibility to society.

User researchers are key figures in the teams that design and deliver services. They help their teams develop a deep understanding of the people -- citizens, businesses or government colleagues -- who use a service. Their findings enable teams to design and build better services quickly, at lower cost and risk, and to continuously improve services, based on data and evidence.

The successful candidate will have years of experience running user research as part of a user-centred design process and will have delivered products and services in Agile environments. The candidate will work with support and guidance from senior and lead user researchers.

MAIN RESPONSIBILITIES
- Planning, designing and preparing a range of user research activities to support the design, development and continuous improvement of government services □
- Carrying out user research activities from recruiting participants and preparing discussion guides, to moderating user test sessions □

- Leading colleagues to analyse research data and synthesise clear and actionable findings, including working closely with analytics colleagues to create a rich picture of user behaviour □
- Confidently explaining user needs to colleagues, and acting as a persuasive advocate for those needs both within the team and the organisation at large□
- Shaping research to facilitate delivery at pace, with a commitment to agile and continuous iterative development
- Working closely with product managers, designers and developers to turn user research findings into actions that lead to valuable products and services
- Understanding and contributing to Assisted Digital service design and population sizing
- Completing literature reviews and other desk research to build and reinforce delivery teams' understanding of their problem space and user group(s)
- Contributing to the wider user research community, including presenting at meetups and □writing blog posts. □

CAPABILITIES

Essential skills and experience
- Deep understanding and experience of using a range of user research methods - knowing when to use them and how to apply them correctly
- The ability to understand the problem to be solved and design appropriate user research activities to inform decision-making and facilitate action
- Ability to present research findings in compelling and innovative ways, making recommendations based on sound analysis
- Experience of applying a range of techniques for analysis of research data and synthesis of clear findings that colleagues can understand and use
- The ability to include many kinds of users in appropriate research activities
- Experience of working with colleagues to plan and do continuous user research in a multidisciplinary team □
- Understanding of agile approaches and experience of working in agile teams □
- Degree in Human-Computer Interaction, Human Factors, Cognitive Psychology, Sociology, Anthropology, or related field

As a senior user researcher, in addition to the above, you'll also have:
- Experience of helping teams adopt user-centred service design and delivery practices and embedding them into their workflows
- Experience of advocating for user research and engaging sceptical colleagues and stakeholders
- Proven experience of guiding colleagues in the choice and effective application of research methods
- Expertise in identifying and using appropriate analysis and synthesis techniques

Desirable skills and experience

- Knowledge of the technologies used to build and operate digital services, and the ability to work closely with colleagues in technical roles and constructively challenge technical constraints
- Experience of user research for the development of government services
- Good understanding and experience of working to the Government Service Standards

COMPETENCIES

In the Civil Service we use our [Competency Framework](#) to outline expected behaviours and we will use these as part of our wider assessment during the interview process.

For this role, the following competencies are the most relevant:

- Seeing the bigger picture
- Collaborating and partnering
- Making effective decisions
- Delivering at pace
- Changing and improving
- Leading and communicating
- Building capability for all