Salary: London £54,274 - £65,300, National £50,427 - £59,000 (With an allowance of up to £11,026)

Depending on skills and experience

Contract type: Two Year Fixed Term Appointment

Grade: MoJ Band 7

Number of open roles: 2

Location: Sheffield, Birmingham, Nottingham, Glasgow or London

Hours: 37 hours/week (42 hours incl. lunch)

Working pattern: flexible working, full time, part time

Closing date for applications: 17/10/2021

The Role

We're recruiting for two **Senior User Researchers** here at MoJ Digital & Technology, to be part of our warm and collaborative Central Digital and OPG teams

To help picture your life at MoJ D&T please take a look at our blog and our Digital & Technology strategy.

Researchers on our team are

- great at using quantitative and qualitative research methods
- comfortable with metrics and able to synthesise data quickly
- great storytellers and communicators
- very good at collaborating in a dynamic, data-driven, creative environment

Key Responsibilities:

- Scope, plan, conduct, analyse and communicate research
- Lead colleagues to analyse and synthesise research data
- Communicate research findings across the organisation.
- Work closely with product managers, designers and developers to turn user research findings into actions that lead to valuable product and service designs

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

Benefits

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous civil service pension based on defined benefit scheme, with employer contributions of 26-30% depending on salary.
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Queens' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, PROUD and SPIRIT
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

Person Specification

While experience of training and working as a researcher in other arenas is valuable in user research, candidates must have a deep understanding of and provide evidence of extensive application of

Essential

- User research methods in product and service development.
- Years of experience of running user research as part of a user-centred design process and will have delivered products and services in Agile environments.
- A degree in Human-Computer Interaction, Human Factors, Cognitive Psychology, Sociology, Anthropology, or related field
- The ability to understand problems to be solved and design and execute appropriate research activities to inform decision-making and facilitate action
- 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
- Experience of helping teams adopt user-centred service design and delivery practices and embed them into their workflows
- Experience of advocating for user research and engaging sceptical colleagues and stakeholders

- Expertise in identifying and using appropriate analysis and synthesis techniques, and presenting and sharing findings.
- Proven experience of guiding colleagues in the choice and effective application of research methods

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity, Openness and Together. Find out more [here](#) about how we celebrate diversity and an inclusive culture in our workplace.

How to Apply

Candidates must submit a **CV & Cover Letter** which describes how you meet the requirements set out in the Person Specification above.

In D&T, we recruit using a combination of the **Digital, Data and Technology Capability** and **Success Profiles** Frameworks.

Your application will be reviewed against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1.5 hour panel interview held via video conference.

Terms & Conditions

Please review our [Terms & Conditions](#) which set out the way we recruit and provide further information related to the role and salary arrangements.

If you have any questions please feel free to contact recruitment@digital.justice.gov.uk