INTRODUCTION

These are exciting times at MOJ Digital and Technology. We have a clear vision - to develop a digitally-enabled justice system that works more simply for users - and we're looking for talented people to help us achieve it.

We're making things better by building adaptable, effective services and making systems that are simple to use for staff and citizens. It can be challenging but it's also important and rewarding.

As well as doing great work, we're creating a place that's great to do work in. We offer tip-top kit, brilliant training opportunities and support from expert colleagues. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

To find out more about what we do and how we're doing it, just read our blog.

THE ROLE

This is a unique opportunity for user researchers starting in the profession to develop and polish their skills, gain practical experience and strengthen the foundation for the rest of their career. This is a 6-month role, after which you may apply to join the team longer-term as a User Researcher and take responsibility as the sole researcher on projects, whilst still receiving support from the wider team.

What will you do:

For the duration of 6 months you will work in collaboration with a senior user researcher and be supported by a lead user researcher to complete research activities, including:
- Prioritising research in a fast-paced environment
- Planning and managing research: recruiting and scheduling participants, organising session locations, developing discussion guides, conducting research sessions, and more
- Analysis of data from research sessions: depth interviews, iterative usability tests, surveys, contextual inquiry, etc
- Completing literature reviews and other desk research to build and reinforce understanding of problem spaces and user groups
- Presenting research findings to stakeholders and to the organisation at large
- Contributing to the wider user research community including presenting at meet-ups and writing blog posts.

The main aim through the period will be for you to practice and become proficient at using the core research methods, to build expertise in conducting user research within the context of the MoJ and government, and to gain first-hand experience of working with user groups with varied and extremely complex needs.

About you

You will have good knowledge and understanding of core user research methods and some experience of applying them in real-world scenarios.

You will have:
- A good understanding of a range of user research methods, when to use them and how to apply them correctly
- Some experience of conducting qualitative research, such as depth interviews and usability tests
- Ability to draw and present sound conclusions based on qualitative evidence
- Good interviewing and moderating skills
- Excellent organisational skills and a strong attention to detail
- Degree in a relevant area such as Social Sciences, Human-Computer Interaction, Human Factors, Psychology, Anthropology, and related fields
- Good understanding of user-centred design principles and tools
- Ability to work independently when necessary

You will be:
- Self-motivated, detail-oriented, and able to manage multiple priorities simultaneously
- Open to constructive criticism
- Confident and persuasive when approaching people to participate in research

What we offer:
- The opportunity to become part of a smart, dynamic and collaborative user research community
- Fabulously complex research questions
- The space and opportunity to impact the creation of simple solutions for people experiencing life-changing moments
- The opportunity to do research for end-to-end services in a user-focused way, working within knowledgeable and experienced teams
- Flexible working - working from home or your garden sometimes
- Sun-dappled offices close to and in some of the oldest and most beautiful places in the UK

FURTHER INFORMATION

The selection process

In order to be considered for this role you must submit:
1. A current CV
2. A statement in response to each of the following questions(250 words maximum, for each question):
- What draws you to a career as a User Researcher?
- What is the toughest feedback you have received and what did you do about it?

We conduct competency based interviews, which means the interviewers will ask open-ended questions to which they are seeking answers/evidence of essential previous experience in order to guide their hiring decision. Some roles may also require us to use assessments as part of the interview process.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status.