HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Reform Programme

Job Title: Senior User Researcher

Pay Span or equivalent: Band A

Fixed Term Appointment

This appointment will be made on a fixed term 48 month appointment, due to the time limited nature of the Reform Programme. For existing civil servants, whilst the role itself is time limited, successful appointment on promotion will secure this grade on a substantive basis.

Secondments and loans will be considered on an individual basis.

Background

Her Majesty's Court and Tribunals Service (HMCTS) is an agency of the MoJ and provides the supporting administration for the judiciary across England and Wales. It delivers services to the public directly in court and tribunal buildings, remotely via business centres and services via the internet.

The £1.1bn Reform Programme is a once in a generation opportunity to transform the entire HM Courts and Tribunals Service, enhancing the provision of a world-class justice system, in a manner that provides an improved user experience at reduced cost to the taxpayer. This will contribute to consolidating the UK's position at the forefront of an increasingly competitive international legal market as well as ensuring access to justice for all.

The Reform Programme is redesigning and rebuilding our courts and tribunal services around the needs of our users. The reforms cover the physical location and environment of courts, telephony based services and a full range of digital services including establishing new virtual case hearings.

Overview

HMCTS services underpin how criminal, civil, administrative (e.g. tribunal appeals) and family law cases are dealt with. Your research will touch on the lives of every type of citizen as well as a range of other users such as legal professionals and judges.

In HMCTS user research cuts across much more than the development of digital products and services – research is conducted with users across a wide range of service contexts including use of physical courts.

The team deploy appropriate, robust, and innovative qualitative social research and associated methodologies and testing to deliver powerful user research. The team works in partnership with a wider set of social research, insight and data analysis teams within the organisation.

The team is made up of user researchers with a passion for driving the design and development of user experiences that fulfil HMCTS's goal of being user-focused and evidence driven.

The User Research team's current focus is producing through primary research actionable insights that inform – and then validate – the organisation's user experience design. The User Research team also

helps maintain fundamental design principles of being user led, and adopts agile ways of working and continuous improvement in the delivery of transformed HMCTS services and products.

The User Research teams sits within the Insight & User Research Division. The Division's other teams are staffed by experienced professionals with backgrounds in data science and analysis, behavioural science, social research, market research, and a range of quantitative and qualitative research methods.

The key purpose of the role

You will be responsible for developing and overseeing the effective use of user research to inform the delivery of the Reform Programme. You will be an experienced user researcher who will ensure HMCTS and the Reform Programme understands the needs of its users and how these users will be interacting with our redesigned services. Your responsibilities will include providing high quality insight from robust user research and testing, driving evidence based decision making and promoting a culture of user focused, accessible, inclusive service design. Your analysis and research will help drive innovative and cost effective solutions for HMCTS.

You will be able to lead, motivate and inspire other user researchers. You will be working with a range of technical specialists and civil servants across a range of projects to ensure that access to justice is maintained, and improved.

You must be able to demonstrate the return on investment in user research at HMCTS through compelling communication that highlights the impact on the design of services throughout HMCTS.

Key interactions will be with:

- Reform Programme
- Service Design Authority
- Service Owners
- User Experience team
- Research, Analyst and Design Communities
- External stakeholders

Key responsibilities:

Programme and project management	• Understand programme / project requirements and develop proposals to meet them • Identify key stakeholders and their requirements and ensure where appropriate their needs are incorporated through engagement and discussion • Ensure that programme design principles are applied in creating programme deliverables • Establish clear delivery plans and monitor for performance • Manage conflicting demands through negotiation and reprioritisation • Draft papers and presentations for the team as required • Act as daily representative for the SRO in engagement with customers, stakeholders and suppliers
User Research	• Demonstrating strong empathy for the user needs of both service recipients (e.g. citizens) and other service actors (e.g. internal staff) • Understand and advocate for the use of multiple user research methods by service delivery teams • Support the user research process, choice of tools, and user research partners across a service delivery programme • Oversee the execution of user research across the Reform Programme delivery programme • Taking responsibility for regularly collating user research outputs from all service delivery teams and present to senior management

	• Mentor and support user researchers at HMCTS and gather evidence of good user research practice • Work with the customer engagement team to ensure that continuous monitoring of user feedback is in place once a service is live • Provide actionable recommendations for continuous improvement in the practice and deployment of user research across a service delivery programme
Stakeholder relations and collaboration	• Identify all relevant stakeholders to ensure, where appropriate that their needs are incorporated • Develop and maintain constructive relations with all programme and project stakeholders. This will include: staff and managers as customers, external suppliers, judiciary, other government departments • Deliver effective communications and engagement using stakeholder and communication plans • Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests • Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible • Effectively manage team dynamics when working across Departmental and other boundaries • Actively involve partners to deliver a business outcome through collaboration that achieves better results for citizens • Seek constructive outcomes in discussions, challenge assumptions but remain willing to compromise when it is beneficial to progress
Representation of the Department	• Act alone and with senior colleagues in frequent representation of the Department with stakeholders on programme and project matters. • Operate as the link between headquarters and those affected by the programme / projects in HMCTS operations and other partners. • Take the lead in specific negotiations with suppliers, partners and other agencies
Accountability	• Report to Band A Head of User Research

Other duties

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

Person specification

● It is **essential** that the candidate has the following skills and experience:

 – 3+ years conducting user research
 – Degree Human-Computer Interaction, Human Factors, Cognitive Psychology, Sociology, Anthropology, or related field
 – In-depth understanding of user-centred design principles and tools
 – Experience working directly with Design, Software, Content and Product team members
 – Experience of defining, commissioning and delivering public-facing user testing and research;
 – Experience of using the appropriate research methods to generate specific insights into user behaviour and needs;
 – Worked within an Agile software development project/programme;
 – Experience of facilitating and communicating with senior stakeholders, including Ministers, senior management teams and the public;
 – Experience of managing project or programme deliverables within budget.

● It would be **desirable** if the candidate could demonstrate:

 – 5+ years conducting user experience research is preferred - demonstrated expertise in a relevant field;
 – Experience of defining or delivering services for the Digitally Excluded;

- Experience of defining and implementing a strategic approach to user research;
- Experience of introducing new ways of working into an existing team or department;
- Experience of contracting and managing suppliers to deliver outcomes to the required quality;
- Experience of working with the courts and tribunals service, within the legal community or justice sector.

Key Civil Service Competencies

You will be required to provide evidence of the following key competencies at Level 4.

Seeing the Big Picture	• Anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted • Identify implications of Departmental and political priorities and strategy on own area to ensure plans and activities reflect these • Create policies, plans and service provision to meet citizens' diverse needs based on an up-to-date knowledge of needs, issues and relevant good practice • Ensures relevant issues relating to their activity/policy area are effectively fed into strategy and big picture considerations • Adopt a Government-wide perspective to ensure alignment of activity and policy • Bring together views and perspectives of stakeholders to gain a wider picture of the landscape surrounding activities and policies
Changing and Improving	• Understand and identify the role of technology in public service delivery and policy implementation • Encourage and recognise a culture of initiative and innovation focused on adding value – give people space and praise for creativity • Effectively capture, utilise and share customer insight and views from a diverse range of stakeholders to ensure better policy and delivery • Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges • Provide constructive challenge to senior management on change proposals which will affect own business area • Consider the cumulative impact on own business area of implementing change (culture, structure, service and morale)
Leading and communicating	• Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work • Clarify strategies and plans, communicate purpose and direction with clarity and enthusiasm • Stand by, promote or defend own and team's actions and decisions where needed • Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals • Lead by example, communicate in a truthful, straightforward manner with integrity, impartiality and promoting a working environment that supports the Civil Service values and code • Be open and inviting of the views of others and respond despite pressure to ignore, revert or concede
Managing a Quality Service	• Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met • Establish how the business area compares to customer service expectations and industry best practice and identify necessary improvements in plans • Make clear, pragmatic and manageable plans for service delivery using programme and project management disciplines

	• Create regular opportunities for staff and customers to help improve service quality and demonstrate a visible involvement • Ensure the service offer thoroughly considers customers' needs and a broad range of available methods to meet this, including new technology where relevant • Ensure adherence to legal, regulatory and security requirements in service delivery and build diversity and equality considerations into plans

Location of Post

Please see recruitment details. London 102 Petty France Street, London, SW1H 9AJ. The post holder may be required to work at different HMCTS locations in the course of their duties.

Flexible working options
HMCTS offers a flexible working system in many of its offices.

Job Sharing and Reduced Hours
All applications for job sharing or reduced hours will be treated fairly and on a case by case basis in accordance with the MoJ's flexible working policy and equality policy.

Excess Fares and Relocation Allowances
This job is not eligible for relocation allowances but excess fares may be considered in accordance with MoJ's excess fares allowance policy.

HMCTS offers a range of benefits

Annual Leave
Generous allowances for paid holiday starting at 23 days per year, and rising as your service increases. There is also a scheme to allow qualifying staff to buy or sell up to three days leave each year. Additional paid time off for public holidays and 2.5 privilege days. Leave for part-time and job share posts will be calculated on a pro-rata basis.

Pension
The Civil Service offers a choice of pension schemes, giving you the flexibility to choose the pension that suits you best.

Training
HMCTS is committed to staff development and offers an extensive range of training and development opportunities.

Support
• A range of 'Family Friendly' policies such as opportunities to work reduced hours or job share.
• Access to flexible benefits such as salary sacrifice arrangements for childcare vouchers, and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
• Paid paternity, adoption and maternity leave.
• Free annual sight tests for employees who use computer screens.