

Job Description

Job Title	User Researcher (Digital)
Location	Central London
Reporting to	Interim Head of Digital
Direct Report	N/A
Term (Temp/Perm)	Permanent
Salary range	£35,000 - £50,000 (depending on experience)

Overview:

The Careers & Enterprise Company was set up by government in 2015 to inspire and prepare young people for the fast-changing world of work. Our role is to be the national network that connects schools and colleges, employers and careers programme providers to create high-impact careers opportunities for young people.

Executing against this modern and dynamic blueprint cannot be done in isolation. It requires thousands of people from schools, colleges, employers and careers and enterprise providers working together. At the Careers & Enterprise Company, we are committed to working with others to create a network that delivers these encounters and helps schools and colleges build careers and enterprise aligned with this best practice.

Our four pillars of work

1. **Building local networks:** We are building a national network in collaboration with Local Enterprise Partnerships that connects schools and colleges to employers across the country.
2. **Finding out what works:** Our research draws together what is known about the best ways to prepare young people for the world of work.
3. **Backing proven ideas:** Our investment funds helps the best ideas spread quickly. We use these programmes to develop best practice and leverage additional investment into the system, with over £15million in external funding secured to date.
4. **Supporting careers and enterprise with technology:** We are developing a digital infrastructure to support young people into the world of work and to help schools and colleges to optimise their careers and enterprise provision.

Christine Hodgson, chairman of Capgemini, is our chair. Other board members include Lord Young, former Enterprise Adviser to the Prime Minister, Steve Holliday, former Chief Executive of National Grid plc, Brian Lightman, former General Secretary of ASCL and Dame Julia Cleverdon DCVO, CBE, Vice President of Business in the Community and Special Adviser to The Prince's Charities. The company is led by Claudia Harris, CEO and former partner at McKinsey.

For more information visit www.careersandenterprise.co.uk

<p>Role Summary</p>
<p>The User Researcher will be responsible for designing and conducting user research, and identifying the best method based on research goals and resources. The Researcher is responsible for all aspects of research (planning, recruiting, moderation, analysis, reporting) for both generative (participatory design) and evaluative (usability testing) research.</p> <p>You will be using a variety of user testing methodologies to reveal actionable customer insights. You will also be comfortable working with data, from gathering and analysis through to design and presentation.</p>
<p>Key Responsibilities</p>
<ul style="list-style-type: none"> • planning, designing and conducting the usability testing process from developing user recruitment through to test moderation, analysis and reporting. • conducting research to gather insights for new product and concept developments (including user requirements gathering and early stage concept and prototype testing, guerrilla research, and other approaches to ensuring the user need is fully understood in the service design). • modelling insights gained from user research into formats to enhance organizational understanding of our users – such as personas and user journey maps. • working with managers as required to devise appropriate research strategies to generate focused insights and to convert concepts into high quality stimulus material. • working closely with designers and developers to turn user data into actionable product/service requirements that feed into prototype development, and influence product direction. • applying knowledge in human factors and the user-centered design process to product and service design in an iterative development environment. • presenting findings and related design/business recommendations and customer insights to senior decision makers. • promoting user centered design principles and best practice across the organisation.
<p>Qualifications & Experience Required</p>
<ul style="list-style-type: none"> • Good at influencing user needs to senior stakeholders, and acting as a persuasive advocate for those needs. • Experience of conducting user interviews. • Experience analysing both quantitative and qualitative data to produce UX artefacts. • Previous experience of managing, planning, designing. • Previous experience of developing and conducting usability testing sessions.
<p>Skills & Our Core Competencies:</p>
<ul style="list-style-type: none"> • Determined and tenacious, persistent and focused on the end results. • Collaborative and good at building relationships. Working with colleagues across all areas of the organisation and beyond to achieve one mission. • An excellent communicator with good interpersonal skills, confident working with individuals at all levels. • Good at influencing, driving impact and implementing change. • Pragmatic and adaptable with the ability to deal with ambiguity and effectively manage through conflict.

