

**Contracted Job Description –** **Lead User Researcher Band 8c**

**Recruitment role summary and candidate profile**

|  |
| --- |
| **Lead User Researcher - Band 8c****Knowledge****Essential*** Recognised industry authority in the field of user research
* Proven specialist knowledge of research methodologies, tools and techniques
* Knowledge of Agile project management techniques
* Expert in working with diverse populations, including vulnerable people
* Statistical analysis of quantitative data and interpretation of the results.
* Knowledge and understanding of health and social care
* Demonstrable expert knowledge and passion for user centred design practices for both public facing and internal services and applications.
* Significant specialist in-depth professional knowledge in a number of disciplines as well as User Research e.g. design, performance management, people management, finance, procurement acquired through training and experience.

**Desirable*** Knowledge of standards, e.g. GDS Service Standard, ISO 9241-210:2010.
* Knowledge of Healthcare and/or NHS Organisations.

**Skills and Experience****Essential*** Track record of successful programme level management of multiple research teams.
* Significant demonstrable experience of planning programmes of user research.
* Experience of developing research strategies.
* Proven ability to transfer and develop skills and knowledge into new areas at short notice.
* Evidence of setting standards for user research, advice on their application and ensuring of compliance.
* Experience of leading multiple programmes of projects across agile multi-disciplinary teams.
* Experience of developing a user research capability.
* Championed the role of user research and user centred design across an organisation.
* Evidence of delivering research that has had a demonstrable positive influence on service and product design across programmes of research.
* Proven experience of managing user research resources including managing external research suppliers and directing the work of contractors to ensure successful delivery of products and services.
* Proven experience of managing, coaching and mentoring researchers and other members of multidisciplinary teams in a way which builds respect and transfers skills.
* Proven experience and knowledge of management. Including Leadership and Change Management, organisational development, managing multidisciplinary teams etc.
* Communication and Stakeholder Management.
* Ability to express opinions clearly and succinctly promoting the delivery of high quality, safe and reliable research.
* Is able to question others and constructively challenge in decision making.
* Experience of developing and maintaining communication with a wide range of people on complex matters, issues and ideas and/or in complex situations, using the most appropriate means.
* Evidence of liaising with stakeholders, suppliers and programme teams, communicating technical concepts and complex issues clearly and accurately, adapting communication style to suit the recipient.
* Proven ability to produce written information of a high quality to present key issues, options and actions, presenting facts and information in a way that persuades and influences others to accept key conclusions.
* Proven experience in convincing people that user needs and a usable approach is core to design human-centred services .
* Proven strong negotiation skills to ensure that user research makes a valuable contribution to programmes and that user insights are acted upon.
* Proven experience of influencing nontechnical audiences in order to explain research to other parts of the organisation.
* Excellent communication skills and confident in regularly presenting research findings to the wider organisation, externally and to senior stakeholders.
* Experience of management of senior programme stakeholders and onboarding them to the value of user research within a programme.
* Excellent interpersonal skills and ability to negotiate and resolve conflict at a senior level.
* Line Management.
* Evidence of direct line and job management.
* Evidence of delivering results through managing through others and using a range of levers in the absence of direct line management responsibility.
* Experienced in assigning work to research staff and monitoring performance, providing advice, guidance and assistance to less experienced colleagues as required.
* Proven ability to work cooperatively and productively with colleagues at all levels to achieve results Supplier Relationship Management.
* Proven ability and experience of identifying and managing external suppliers to ensure the successful delivery of products and services to achieve outcomes.
* Evidence of developing collaborative approaches to optimise performance and challenging behaviours where appropriate.
* Ability to manage complex relationships and gain/negotiate successful outcomes with key stakeholders where expert opinions may differ.

NHS England works within NHS Terms and Conditions, this Job Description is supported by a [NHS England Profile](https://hscic365.sharepoint.com/HumanResources/Documents/Forms/AllItems.aspx?id=%2FHumanResources%2FDocuments%2FProfessional%20Job%20Descriptions%2FNHS%20DIgital%20Role%20Profiles) which provides more information on the level of skills at which we would expect out people to operate. **Desirable*** Experience of working in health sector/ knowledge of the health sector.
* Experience of working in an agile/lean development process. Experience of working in multidisciplinary teams e.g. Product Owners, Researchers, Content Designers and Developers.
* Experience of operating and delivering complex projects in the public sector.
* Experience of managing in cross-functional teams.
* Experience of working with governance bodies, such as GDS, within the public sector.
* Has experience of managing staff within and outside their specialism.
* Proven ability to think strategically: Can make measured steps towards strategic goals.

**Qualifications****Essential** * Educated to master’s level or equivalent qualification / experience plus significant previous research experience.
* Qualification or equivalent experience demonstrating proficiency in research methodologies.
* Evidence of continuous professional development.

**Desirable*** Degree in HCI/Usability/Cognitive Psychology/Market Research or related.
* Relevant professional user experience or research accreditation.
 |

|  |
| --- |
| **About NHS England** NHS England is the national information and technology provider for the health and care system. Our team of 2,700 information analysis, technology and project management experts create, deliver and manage the crucial digital systems, services, products and standards upon which health and care professionals depend, working in partnership with both national and local organisations. Our vision is to harness the power of information and technology to provide better health and care. |
| **About the Benefits** |
| **The Opportunities** * You’ll be part of a research-led team of digital and healthcare experts working to transform digital health and care
* You’ll build up a strong portfolio of experience delivering with multi-disciplinary agile teams
* You will benefit from a real commitment to your personal and professional development. A twice yearly Performance Development Review process focuses upon your professional competencies and identifies opportunities for improvement.
* Our staff use the Civil Service Learning portal which allows access to the best training courses across government.
 | **The Terms and Conditions*** A competitive salary.
* Flexible working applications considered.
* Family friendly benefits.
* Annual leave starting at 27 days per annum plus statutory bank holidays rising to 33 days with service.
* An excellent contributory pension scheme.
* NHS England operates on a flexible assignment model allowing people to move between programmes and services to gain broader experience and delivery organisational priorities as such this role description is an initial assignment.
 |