

## CPC512 - Design Researcher x2

<b>Location</b>	London/Milton Keynes
<b>Reporting to</b>	Connected Design Team Lead
<b>Working hours</b>	Full time
<b>Contract type/duration</b>	Permanent
<b>Date written</b>	November 2021
<b>Closing date</b>	9 <sup>th</sup> January 2022

Connected Places Catapult (CPC) is the UK Centre of Excellence for urban innovation and mobility with a role to catalyse the innovation market in the UK and globally. Our teams provide world-class innovation as a service to support the development of new products and services that enable cities, organisations and businesses to generate new ideas, test concepts and develop new solutions for the UK and beyond.

### The Role

Within the organisation, the Human Connected Design Directorate comprises 3 teams – Human Insights, Connected Design & Design Futures. Collectively, the teams offer a range of skills, expertise and tools to enable multi-disciplinary teams to tackle large and complex challenges. The Connected Design team core offer is Service Design and is looking to recruit a Design Researcher who will help to deliver specific projects and contribute to the development of the Directorate capability.

The Design Researcher will be commercially minded, undertaking primary research to generate insights that will help to discover, define, develop, and deliver projects for our clients. They will be a highly effective and proactive communicator and will look to use their visual design skills to ensure information is communicated in the most appropriate and compelling manner for a wide range of stakeholders.

They will work on a wide and varied range of projects from visioning the future of green ports to supporting SMEs to develop solutions that help older people live healthy lives in their homes. You'll have knowledge and interest in new and emerging technologies and how they relate to place-based challenges.

They will be passionate about making a difference to peoples' lives and will want to apply their design and insight generation skills to helping to create better homes, communities, and cities in the future.

## Key Responsibilities

- Plan, conduct and synthesise primary research to generate insights and develop empathy for wider teams to understand specific challenges from a human perspective.
- Deliver expert, stakeholder, and citizen research to ensure inclusive input and buy-in across multiple project types focused on place based and mobility challenges.
- Facilitate workshops, roundtable discussions and other research formats to ensure accurate capture of key stakeholder requirements.
- Develop content to capture and communicate research insights such as Personas, Journey Maps, Service Blueprints and Systems Maps.
- Develop and deliver applicable content for participants attending online and in person workshops.
- Support and facilitate workshops with other colleagues in the Directorate.
- Create high-quality work for several projects at any one time as part of a multi-disciplinary team.
- You may be required to undertake any other reasonable duties to support the Catapult in achieving its strategic outcomes and ensure effective business operations

## Required skills and experience

### Essential:

- Demonstrable design research skills ideally in the Transport, Mobility, Built Environment or related sector.
- Strong demonstrable visual design skills spanning digital and physical media.
- Ability to effectively communicate with and manage stakeholder groups.
- Excellent organisational skills, with the ability to self-prioritise
- The ability to work as part of a team as well as an individual contributor
- Excellent inter-personal relationship skills
- Excellent written and verbal communication skills

### Desirable:

- Bachelor's degree qualifications in a relevant discipline, or equivalent related experience
- Experience working within urban planning, built environment, cities/local authorities, digital technology or related domains would be highly advantageous.
- Understanding and knowledge of Service Design approaches and tools.
- Experience of developing wireframes and similar digital prototyping media.
- Experience of editing audio video digital content for presentations.

To apply for this role please email us on [jobs@cp.catapult.org.uk](mailto:jobs@cp.catapult.org.uk) with your CV and covering letter attached quoting the ref: **CPC512**

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*status, mental or physical disability, medical condition, sexual orientation, or any other characteristics protected by law. We also make all reasonable accommodations to meet our obligations under laws protecting the rights of the disabled.*