

CPC514 - User Researcher

Location	London or Milton Keynes
Reporting to	Human Insights Team Lead
Working hours	Full time
Contract type/duration	Permanent
Date written	November 2021
Closing date	9 th 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.

Human Connected Design

The Human Connected Design (HCD) directorate at Connected Places Catapult is responsible for the strategic use of design, supporting the Catapult in its mission to help grow businesses, to build the UK economy and to service the creation of truly connected places. The directorate puts human needs at the heart of new innovations and technologies and is made up of three dynamic, creative teams: Human Insights, Connected Design and Design Futures. These teams include experts in service design, psychology, sociology and human factors.

The Human Insights team is a dynamic group of researchers passionate about people and society, working across an exciting range of projects supporting the mission of Connected Places Catapult. The team works alongside others to ensure that the development of Innovations and interventions solve real problems and maximise value for individuals and communities.

Purpose of the role

This will be a key role within CPC's Human Insights Team, with an expectation to focus significantly on projects and activities which ensure best practice engagement with the wider communities and stakeholders we work with. The role will be critical in ensuring that the values and needs of communities and stakeholders are represented through the development of new interventions and innovations. Including collaborating with communities and stakeholders to co-create and evaluate these interventions and innovations. The work you undertake will enable both optimum utilisation and ethical integration of new and converging technologies. The outputs will be key to growing an inclusive and circular economy.

As a researcher you will be passionate and enthusiastic about making a difference to peoples' lives and the wellbeing of the planet and will want to apply your approach and insight generation skills to help create better places.

Key Responsibilities

- Plan and conduct user research to generate and develop insights, understanding specific challenges from a user perspective
- Deliver expert, stakeholder and citizen research to support projects based round places and mobility

- Plan and facilitate workshops, roundtables and other research formats to ensure effective and relevant user research is collected and analysed
- Develop communication-oriented research insights such as personas and journey maps
- Lead small projects, initiatives and team activities
- Deliver and synthesizing research for projects with moderate guidance from technical and project leads
- Recommend solutions through your technical expertise
- Promote an inclusive and circular design ethos' across the wider directorate and organisation
- 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 knowledge and experience of organising and carrying out engagement activities with communities
- Experience of participatory design and experience of facilitating co-creation activities with different stakeholders and the public, especially among groups with diverging interests
- Ability to capture the values and needs of individuals and groups
- Ability to capture insight regarding the perceptions and interactions stakeholders experience in response to interventions
- Relevant degree in human sciences, for example, sociology, psychology, humanities social research, design research, an alternate related field or equivalent demonstrable experience
- A collaborative approach to working
- Excellent knowledge of user research approaches and experience in using them in innovation practice and real-world projects
- Experience of working in a flexible, project-focused environments, requiring pro-active internal communication
- Strong interpersonal skills including demonstrable experience of building relations with all colleagues and stakeholders at all levels and across a wide range of external stakeholders (e.g. industrial, government, academic)
- Excellent communication and written skills, appropriate for publicly published documents and reports, with the ability to communicate complex concepts to expert and non-expert audiences
- Flexible, with ability to contribute to multiple projects at the same time and pick up new skills/capabilities as required for different projects
- Comfortable with ambiguity, and ability to turn turn abstract concepts into focused outputs

Desirable:

- Knowledge and experience carrying out inclusive research and/or circular design

To apply for this role please email us on jobs@cp.catapult.org.uk with your CV and covering letter attached quoting the ref: **CPC514**

Employment here is based solely upon individual merit and qualifications directly related to professional competence. We strictly prohibit unlawful discrimination or harassment on the basis of

race, colour, religion, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital 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.