

UX Researcher Consultant / Senior Consultant

About the job

We're looking for someone who can help us deliver high quality, innovative research for our clients. A typical week might include:

- Meeting clients to discuss the next phase of their design projects
- Drawing up a research plan to meet their budgets and timescales
- Facilitating research sessions
- Producing reports, working with a designer to illustrate a customer journey based on your research or editing video highlights
- Running workshops with clients.

You'll work across a range of clients, products and industries.

What we are looking for from you

- You'll have experience of a variety of different research methods which might include contextual research, user testing, co-creation and focus groups.
- You love the challenge of listening to what clients need, what they want to achieve and designing research that meets their goals.
- You have excellent communication skills; listening, interpreting and describing sometimes complex concepts both to your colleagues and to clients.
- You have an eye for detail and are able to convey your recommendations clearly, creatively and in an engaging way.
- You enjoy working as part of an expert team who all have different skills and are willing to support and share knowledge with others.
- You make sure the user or customer is central to your work and enjoy helping others understand why this is important.
- You are educated to degree level in usability, HCI, ergonomics or something similar.
- You are fluent in English – but we work internationally so other languages can be helpful.

What we are looking for from a SENIOR consultant

- You have experience of working in a similar agency environment throughout the full lifecycle of client engagement (including networking, preparing proposals and pitches as well as delivering work to tight timescales).

- You are able to quickly and accurately provide clients with proposals including costs for their project.
- You are comfortable in spreading the word about the great work that we do – either at a public event or through chatting to your clients when you've arranged to meet up with them
- You are willing to mentor and support other team members – from helping them learn new approaches to participating in ideation sessions
- You'll have experience of leading a project – making sure that it keeps to budget, deadlines and produces high quality, client focussed output.
- You'll enjoy a role in finding new and exciting projects for us to work on and understand how this happens.

Package

We offer you a great place to work, a superb expert team to work with, the opportunity to take your career in the direction that you want plus a competitive salary. We also provide a generous pension contribution, flexible working arrangements (including working at home, time in lieu policy, flexible hours) regular social events and individual annual training allowance.

About us

We are a user experience, design and ergonomics consultancy that has been around for over 35 years. We provide consultancy, training and research that helps clients keep their customers or users at the heart of their designs and services. We have a long list of clients that value our expertise and the quality of our work. We are based in Kings Cross, although our clients (and our work) spans the globe.