

User researcher Job Vacancy

We have an exciting opportunity to become part of System Concepts' user research team. As part of the team, you'll be able to help shape the customer experience of products and services for some of the UK's biggest brands. We're a small team but we are a highly experienced bunch of user researchers that you can learn from and share knowledge with.

Some of our recent work has included diary studies and interviews with young people to understand attitudes towards a healthy food offers app concept, remote focus groups to explore how users need to interact with online accounts, and remote research with disabled participants focusing on BBC iPlayer.

We are looking for a researcher who has 2 or more years of hands-on experience preparing for, running and delivering user research projects. Experience of working in an agency (or an equally fast paced environment) is beneficial. The researcher must also have a background in a relevant subject to degree level (e.g. psychology, usability, anthropology, ergonomics, sociology etc) and have a passion for the study of human behaviour.

The researcher **must** have experience:

- Moderating user research – you must be experienced in running research yourself with end user groups ideally from a range of different backgrounds (i.e. older people, lower socio-economic groups, children, young adults, high net-worth individuals etc).
- Identifying which research method would work best to answer a set of research questions.
- Preparing a research project including identifying target participant groups, managing recruitment, preparing a detailed session guide for the research and running a pilot prior to beginning the research.
- Running user testing and user interviews including dealing with the logistics of running sessions (e.g. consent forms), moderating the sessions to a high standard and keeping participants at ease during research whilst probing to ensure the project research questions are addressed.
- Analysing qualitative research to identify key insights from a piece of research and identify opportunities for the client.
- Creating high quality deliverables in PowerPoint format.
- Having attention to detail and being able to produce visually pleasing deliverables. Please note that the researcher does not need to have any design skills but will need to be able to present their findings in a neat and engaging way using System Concepts' branded PowerPoint templates.
- Presenting the results of a research project to a client/team and be confident in your presenting abilities (although we do recognise this doesn't come easily to many people so we are not looking for expert presenters, but a researcher who can confidently present their results).

Other experience that would be beneficial for the user research role, includes:

- Experience running research using a wide range of methods e.g. focus groups, online surveys, card sorting, diary studies.
- Running research to inform customer journey maps and personas. Additional beneficial skills would be having the skills to produce the deliverables for these types of projects (without the help of a designer).
- Running stakeholder workshops, ideation sessions and possibly design sprints.
- Running research with people with disabilities (or a keen interest in this, with some background knowledge of accessibility).
- Writing proposals for work, presenting at sales pitches and providing client management services (i.e. experience with senior agency roles).

What we are not looking for in this role

- A UX designer – obviously some design skills are great, but you should be passionate about research and use your design skills to enhance your research deliverables. This is not a design role.
- Someone who has only 'managed' research (whether that's agencies or researchers in your team). This role is for a hands-on researcher who wants to continue running research themselves.
- An associate/freelancer. This role is for a permanent employee.

What we can offer you

We are a friendly team of people who are passionate about what we do. We have regular team meetings and knowledge sharing sessions to support and learn from each other. Our team are highly experienced – everyone has at least 5 years of experience in running user research projects, and we love learning new skills and expanding on what we know.

We have some lovely clients to work with including the BBC, M&S, Amadeus, Compare the Market, and Schroders.

Our office is located in Kings Cross and as with many companies right, now we are working flexibly between the office and our homes. We will offer a salary based on your experience and offer a pension, annual training allowance of £1,500 a year, regular social events and 24 days holiday.

What happens next

If you think you would fit this user researcher role and want to find out more about working with us, then please send over a tailored covering letter/email telling us about your experience, along with your CV to enquiries@system-concepts.com. Please be aware that due to heavy workloads and Christmas (woohoo!) we will be reviewing candidates early 2021. This role will be open until we find the right person to join our team, there is no official deadline. We're looking forward to hearing from you!