Are you our new Insight Expert – (Insight and Design Team)?

The basics

Location:	Central London
Reporting to:	Team lead - Insight and Design
Working Hours:	Full time. The pattern of hours may vary according to operational needs and generally work will be carried out during normal office hours. We're a flexible employer.
Contract:	This is a permanent contract. The period of notice is 2 months in writing on each side. There is a probationary period of three months
Salary:	£50,000 - £60,000
Holiday:	28 days per annum, plus statutory holidays.
Equal Opportunities:	The FCC strives to be an equal opportunities employer and commitment to this process will be expected.

Who are we?

We are Future Cities Catapult. We accelerate urban ideas to market, to grow the economy and make cities better. We bring together businesses, universities and city leaders so that they can work with each other to solve the problems that cities face, now and in the future.

From our Urban Innovation Centre in London, we provide world-class facilities and expertise to support the development of new products and services, as well as opportunities to collaborate with others, test ideas and develop business models.

We help innovators turn ingenious ideas into working prototypes that can be tested in real urban settings. Then, once they're proven, we help spread them to cities across the world to improve quality of life, strengthen economies and protect the environment.

So what's it about?

The Future Cities Catapult is seeking an expert in qualitative user research (who is comfortable with the design process) to provide critical insight and strategy for our urban innovation work. Whatever your current job title (design researcher, UX researcher, user researcher, insights expert, psychologist, anthropologist, designer etc.), as long as you fulfill the below requirements, we'd love to hear from you.

You should be passionate and skilled in uncovering and expressing insights that direct design and innovation, and represent the voice of the user and other key stakeholders throughout the design process.

As part of the Connected Cities team within our Cities Lab, you will be working in multidisciplinary teams (including designers, data scientists, developers and diverse external stakeholders). To help build our Lab's unique combination of capabilities around data and design, we are looking for someone who is excited about to join qualitative and quantitative insight and also working with the business development team on city projects.

Through your project work, we expect you will gain numerous insights around the needs and opportunities for people (citizens, city leaders, businesses and beyond) in order to help design solutions to city challenges.

What will you be doing?

Responsibilities

- Lead, help scope, set up and run qualitative user research to support a design/innovation process, including coordination of all the details from discussion guides and recruitment, to release forms and incentives.
- Translate user research into actionable and relevant insights and opportunities for innovation projects
- Inspire and help teams to engage with their citizen-users and key stakeholders.
- Experiment with methods to merge both qualitative (rich) and quantitative (big) data.
- Work with Business development on proposals for commercial and non-commercial work
- Actively capture general learnings from Catapult projects and programmes that can be applied to improve our processes and impact (e.g. how citizens/city leaders/system leaders/SMEs/Academia respond to innovation, processes, data, etc.)

What will the first year outcomes of your role be?

Outcomes are what you need to accomplish in your role. We think it is always useful to know these before you start. These are not all the outcomes you will be expected to achieve, but are some of the primary ones:

- Within the first 3 months: Lead research on one urban project. Produce insights that can be shared internally, with our clients and the public.
- Within 9 to 12 months: Lead research on 4-6 projects. Contribute to project scoping and business development. Keep up to date with and experiment with new methodologies where possible.
- Within 12 months: Published insight reports on a variety of urban challenges where possible (3 to 6 projects).

What kind of person are we looking for?

You are an expert in qualitative user research with significant experience of in-context observation, interviews, workshops and other ethnographic-style research techniques. You are confident scoping and leading user-research phases of projects, including early exploratory research as well as usability testing, but don't shy away from supporting other colleagues – we are a small team and need to divide and conquer.

You are used to working on projects of different length – sometimes we work in relatively short bursts (think days/weeks rather than months/years) setting up and leading field work and synthesis for innovation projects, we work on longer term projects. You may have a formal ethnography background, but must have particular experience in applying your research approach in a design or innovation context. This is not a desk research role, and this is definitely not about leading focus groups.

Required skills

- Significant demonstrable experience in user-centred, qualitative research, including experience in leading research for innovation projects.
- Experience in working across different sectors (public/private) and for a wide range of topics (e.g. from physical products to digital apps to public sector services), ideally with particular experience in one or more of the following:
    - o Behaviour Change
    - o Urban/City/Local Authority work
    - o Working with Big Data or merging Quantitative/Qualitative approaches
- Excellent communication skills to engage people in a design process (citizen engagement, co-design workshops, usability testing, prototype refinements, etc.)
- Experience in presenting insights, designing presentations and facilitating workshops.
- Application of ethical and legal requirements and practices in qualitative research.
- Knowledge and experience with a variety of research tools and practice, such as video ethnography, written/photo/video diaries, card sorts, to capture experiences and enhance insight.
- Willingness to travel for work or research, mostly UK-based, but possibly internationally.

Desirable:

- Experience helping organisations become more user-centred with their own tools, processes and cultures.
- Be passionate about working on citizen and city challenges
- Comfort navigating and producing documents with the Adobe software suite.

What about our culture?

We are a rapidly growing organisation with a mission to make urban innovation happen. We are all deeply committed to our mission, and you will need to share that commitment. In addition, you will have to be happy working in a fast-moving, unstructured and cross-disciplinary environment.

Things change as we learn, and you'll need a degree of adaptability. Our culture is open, collaborative and relatively non-hierarchical. We've tried to capture our way of working in three principles:

- Break new ground – we're imaginative and intelligent
- Play nicely – we're collaborative, approachable and fair
- Make it a reality – we're down to earth, tangible and we get stuck in.

You'll thrive in an environment that sits between public and private, between cities and tech, between art and science, between research and practice. If you are excited by the possibility of working in one of the world's leading urban innovation centres, a place stuffed with a diverse group of talents and perspectives, we would encourage you to send your application.

Want to apply?

Send your CV and portfolio with covering letter via our application portal and in your cover letter, tell us why you're right for the job.

Phone interviews will be taking place on Friday 12th May, with face to face interviews taking place on Thursday 18th May.

www.futurecities.catapult.org.uk
Twitter: @FutureCitiesCat