



User Researcher

May 2023

£50k-65k

WFH or Hybrid (Our offices in Fitzrovia or client site)

About the role

Are you driven by a curiosity for user behaviours and how they interact with the digital world?

Do you enjoy deeply understanding user needs, and uncovering insights, to help make a tangible impact on digital product delivery? This is exactly the type of person we are looking for, to be our first permanent User Researcher at Olive Jar.

You'll join an existing OJ project team and draw upon your consultancy or GDS (Government Digital Service) experience, to shape user-centric digital services. Using appropriate research methods such as secondary, primary and desk research, you'll gain insight and then translate this into meaningful recommendations and prototypes to help the wider multidisciplinary team to build the services that the users need.

What you'll be doing

- You'll design, plan and carry out research activities for some of the most complex public policy challenges
- You'll be comfortable managing research processes (eg. recruiting participants, preparing discussion guides, moderating research sessions)
- You'll champion research and user centred design whilst collaborating with team members to analyse research data and synthesize clear and actionable findings
- You'll bring research to life through high-quality and creative solutions whilst helping the team communicate findings to a wider audience to support and drive decision making

About You

- You'll have experience working in multi-disciplinary teams within agile environments. Ideally having a background of completing research with users (internal and external) in consultancy or public sector digital transformation

- You'll champion the importance of user-centred design throughout your previous work and enjoy conveying its importance within the delivery of public services, products and policy.
- You can understand a range of perspectives, you'll be curious, empathetic and recognise the value in framing a variety of scenarios and viewpoints
- You can show examples of advocating for ethical, safe and accessible research plans within both quantitative and qualitative projects
- You'll be comfortable navigating complex senior stakeholder landscapes to influence project outcomes

Whilst the above experience is important, we are also open to developing all staff members through PDPs and coaching, so please still apply if you don't meet all of the criteria.

Benefits

- 25 Days holiday (plus Bank Holidays as standard)
- Access to our Employee Assistance Programme
- Pension Scheme
- Staff Team Building Days and Social Events
- Personal Development Programme
- Annual Salary Review
- Hybrid Working - work from wherever in the UK OR our offices situated in Fitzrovia, London or Client Sites as needed
- Enhanced Benefits Available for Long-Service

Diversity & Inclusion

We don't mind who you are, where you're from, where you've studied or how you identify.

We want you to be able to bring your full self to work - Diversity, Equity & Inclusion are key themes here at Olive Jar.

Read more about it [here](#).

About Us

As we grow, we empower our teams to develop their roles and functions and offer support to get you from where you are now, to where you want to be.

This has enabled us to become recognised as the 'UK's fastest growing digital consultancy of the year 2021'. Moving towards our 9th year, we are now an established brand, championing managed digital delivery services and the provision of expert talent to enhance customer and in-house teams, satisfying all user needs.

We are a professional, fun, fully Inclusive and diverse digital agency, valuing everyone's opinion. Our team is small in quantity but with a huge growth plan over the next two years we are looking to expand our client facing delivery team with designers, developers, and testers as we continue to expand our project portfolio.