

Job Description: Research Analyst

Overall purpose of the job

LGSS Digital creates digital services so good that people choose to use them.

Provide comprehensive and effective support to business analysts and delivery teams throughout the scoping, designing and delivery of digital services.

Conduct research activities with users, which help teams get a deep understanding of the people that use a service.

Analyse research for the team to ensure that service design work is focused relentlessly on the needs of users and delivers services so good people prefer to use them.

To be an ambassador for digital experiences of the highest quality across LGSS and its customers.

Main accountabilities

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1.	Support user research activities to develop a deep understanding of the needs of all users of a service. This will include experience mapping, diary studies, early stage concept and prototype testing, usability and accessibility testing. Organise and prepare meetings, walkthroughs, workshops and presentations for a wide variety of participants. Support the design, development and continuous improvement of digital government services.
2.	Execute and analyse quantitative surveys and research. Analyse research data and synthesis findings so that research is shareable and traceable.
3.	Proactively identify and recruit suitable members of the public to take part in user research exercises and conduct professional research interviews with the volunteers, helping them feel at ease and comfortable so that they communicate about their experiences.
4.	Support and organise the usability and accessibility testing process, from recruiting participants, preparing discussion guides, to testing moderation, analysis and presenting results.
5.	Support the communication of user research findings to the team and the wider organisation. Help us share a strong and empathetic understanding of our users via presentations at show and tells, designing and maintaining research outputs on the team wall, and formal reports.
6.	Working closely with digital business analysts, designers and developers to turn user research findings into stories and actions. Support the design process, advocating for our users and leading to valuable product and service features.

	Support developers working on agile sprints to clarify user requirements by referring back to research findings and liaising with the product owner and service specialists.
7.	Carry out various and ad hoc administration and support tasks when required, such as arranging meetings, creating and managing process maps, trello boards, huddle sites, slack channels and communications and gathering and collating data and information.
8..	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
10.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Level 3 NVQ or A Levels?	Level 3 NVQ or qualified by experience in user research, sociology, psychology, anthropology, agile or software development	E
Certification	Agile certification / training	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Knowledge, experience and passion for user centred design practices for web, service or software development.		E
Knowledge and of how to collate, analyse and intelligently interpret qualitative and quantitative data from various and multiple sources and present in an interesting and accessible format		E
Knowledge of communication techniques for a variety of audiences	Senior managers, stakeholders, project team members	E
Knowledge of agile methodologies (SCRUM/Kanban)		D
Knowledge of quantitative digital metrics for use in service improvement and redesign		D
Skills		
Superb presentation and facilitation skills which enthuse and motivate people		E
Excellent written and verbal communication skills including the ability to communicate complex issues to all audiences.		E
Ability to carry out stakeholder analysis		E
Gather and collate data and information using varying tools and techniques		

Excellent listening skills and the ability to engage with a variety of people of different hierarchy and digital skill level		E
Excellent organisational skills		E
Ability to deliver high quality work and results at pace		E
Ability to enthusiastically learn and adopt new systems and ways of working		E
Ability to use varying software including MS Office, project management and research tools (surveys, data analysis etc)		E
Ability to carry out logical data modelling.		D
Ability to influence and challenge others, where appropriate, in order to help new services meet user need		D
Experience		
Proven experience of understanding user needs for web content, tools and transactional services.		E
Experience of gathering data from various primary and secondary sources, analysing and presenting information in an informative and engaging way		E
Proven experience of working in a fast-paced agile development to create new digital products and services		D
Experience of conducting user research interviews with internal and external customers		D
Proven experience of presenting user research findings in a wide variety of formats and contexts.		D
Experience of working with data and management information to gain insight and draw conclusions		D
Experience of working with services to process and journey map customer experiences and internal processes		D
Proven experience of facilitating and analysing a wide range of qualitative and quantitative user research methods.		D
Attitudes and Behaviours		

Self-organising and self-managing		E
Selfless and supportive, team driven approach to delivery		E
Responsive, adaptable and flexible attitude		E
Continuously learning new skills and a willingness to try new things		E
Relentless focus on user need		E
Innate openness, curiosity, empathy		E
Passionate about making a positive impact and making a difference		E
An interest in new technology and how this can help the public sector improve the lives of citizens		E