

Supporting a thriving Parliamentary democracy

Job Description

Job Title: User Researcher

Directorate: Products

Banding: B1

Reporting To: User Researcher

The Role

Parliamentary Digital Service (PDS) delivers digital capability, products and services to UK Parliament. The outcomes and solutions delivered support and enable our Parliamentary democracy via the work of both Houses (House of Commons and House of Lords) and ensure the needs and expectations of customers and employees are met – this includes Parliamentary Members and their staff, government officials, journalists, the engaged public, operational teams and more.

The Customer Experience Design team, which sits within the Products Directorate, is made up of user researchers, performance analysts, service designers, interaction designers, and product managers. We collaborate with teams across UK Parliament to help them understand customers, make evidence-led decisions and design experiences and journeys that further UK Parliament's purpose and meet the needs and expectations of customers and employees – no matter the context or channel. The Customer Experience Design Team works alongside other digital and delivery professions such as programme and project managers, change managers, business analysts, content designers, developers, data experts and technologists.

User Researchers at PDS work closely with colleagues to generate insight about the users of internal and external digital products and services. They communicate these findings in an engaging and timely manner which helps inform development. They support teams across UK Parliament, as well as other projects and initiatives led by PDS.

You'll be comfortable using a range of user research methodologies to produce actionable insights and be confident and clear in explaining user needs to technical and non-technical colleagues.

You'll work with colleagues across the Digital Service and beyond and be part of a team helping to develop excellent digital products and services for a modern Parliament. You will be working with colleagues with varying degrees of familiarity with user research or

user-centred approaches to product and service design and will be comfortable explaining the value user research can bring.

Key Responsibilities

- Plan, design and conduct research and analysis to support the design and development of digital products and services.
- Conduct research with users of Parliament's internal digital systems as well as public-facing digital products.
- Lead on research activities within a project or product team, from initial planning, through research gathering, to analysis and report writing.
- Understand user needs and requirements by working closely with teams across the organisation to gather evidence using a range of user research techniques.
- Communicate research findings and recommendations credibly and effectively to a wide range of stakeholders and colleagues.
- Be highly visible across the organisation as an advocate for user research and engage, build trust and create a culture that promotes user needs as a priority.
- Undertake awareness-raising and educational activities that support the development and embedding of user research across PDS.
- Help to establish a user-centred design approach, that will solve business problems and meet user needs within identified constraints.
- Partner with colleagues from other user-centred professions to add maximum value to projects and develop a high-performing community of practice.
- Work collaboratively to inform design patterns, libraries and frameworks.

The above list of key responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and banding of the post.

About Us

The Parliamentary Digital Service, a joint department of both Houses of Parliament, provides technology and intranet services to all Parliamentary users. It is also responsible for the strategic direction of Parliament's digital offering through Parliament's Digital Strategy and the delivery and management of parliamentary digital platforms, including the website. We support Parliament through our team of over 450 dedicated and professional digital colleagues.

Our Values

The post holder will be expected to operate in line with the Parliamentary Digital Service workplace values which are:

Care - Caring for ourselves, each other, and the people who use our services

Confidence - Believing in the value of what we do and showing pride in our work

Community - Working together as one team and building communities to share skills and expertise

Curiosity - Learning, listening, and challenging to be the best at what we do

The Requirements

Criterion 1

You are confident in helping colleagues to understand the value of user research and can support teams to utilise research findings in the design, delivery and improvement of products and services, ensuring outcomes are customer focussed.

Criterion 2

You are well versed with a range of research methods and user-centred practices, and can plan and conduct user research using a variety of research methods, including contextual research, ad-hoc and lab usability testing, and in-depth interviewing.

Criterion 3

You perform inclusive research that is legally and ethically compliant, and advocate for inclusive practices that help teams deliver accessible services that work for all users.

Criterion 4

You are a skilled communicator and can advocate for user research as a discipline and engage less knowledgeable and sceptical colleagues and stakeholders, building productive working relationships with them.

Criterion 5

You have strong critical thinking and problem-solving skills with the ability to see the bigger picture and you can translate business problems and user needs into relevant, actionable research plans and objectives.
