User Researcher		THE	
		NATIONAL	
Job Description		ARCHIVES	

Department   Digital Archiving
Reports to   Senior User Researcher
Line manages   None
Band   Band E
Location   Kew

Job Purpose
This role is part of the Access Digital Records team in the Digital Archiving department. As part of this team, you will be working on the Access Your Records service. With the potential to work on other access services in the future.

Access Your Records (AYR) is an access service for born digital records. AYR will provide government departments with continued access to their records once they have been transferred to The National Archives. These records may include sensitive content and will often be subject to access restrictions.

AYR is currently in an Alpha phase, exploring a proposed technical architecture for the service as it progresses into private Beta.

We're currently looking for an enthusiastic user researcher to join our growing user-centred design community. In this role, you will work as part of a multi-disciplinary team, to deliver products that will widen access The National Archives digital collections.

Understanding our users and creatively thinking about how they interact with our services is central to how we work. We are looking for a user researcher who has a good understanding of usability and accessibility practices and knowledge of a variety of user research methods and how they should be applied.

Your ability to confidently analyse and evaluate research findings to reveal actionable insights and recommendations will help us build a rich picture of our audiences and their needs so that together we can create the best digital experience for our users.

Role and Responsibilities
As part of a multi-disciplinary team you will:

- Communicate and collaborate effectively within your team to ensure all work is solidly grounded in user research and evidence.

- Contribute to creating and running great services, in line with the Service Standard (www.gov.uk/service-manual/service-standard) and UK Government requirements for service accessibility.

- Apply a range of qualitative and quantitative user research techniques to gather evidence from a wide cross-section of user groups and stakeholders to gain understanding of user needs and requirements.

- Apply the principles of the user-centred design process and knowledge of accessibility guidelines, combined with an understanding of how people experience and interact with digital services, to help improve user experience.

- Work independently and collaboratively to design and plan user research and analysis to meet design or development objectives and ensure that users of all abilities and experience can use our services.

- Conduct hands-on user research with service users and non-users, in remote and co-located usability sessions, using in-depth interviews, surveys, and questionnaires.

- Analyse and synthesise user research findings and develop recommendations about the best approach to take to ensure our services are innovative and inclusive.

- Communicate user research processes and outcomes to stakeholders and colleagues in other teams in clear, interesting and engaging ways.

- Manage workflows, research documentation and design artefacts.

- Advocate for user-centred design practice, and enthusiastic about sharing your expertise throughout the team, the department, and the organisation.

- Actively develop your skills and knowledge through a combination of working with more experienced colleagues, formal training and learning on the job.

Working Conditions

- Normal office environment
- Display Screen Equipment user

Person Specification

Essential criteria:

- Relevant experience in user-centred design for digital services, or software development.

- Experience of designing a wide range of qualitative and quantitative user research activities based on an understanding of the strengths and limitations of different research methods.

- Knowledge of WACAG accessibility guidelines and an understanding of how to apply user research so that services are inclusive and usable.

- Ability to collaborate effectively with a multidisciplinary team as well as the wider business/sector to gain an understanding of the problems you are trying to solve and the ability to align user research appropriately, so all our work is grounded in sound user-centred principles and insights

- Strong organisational skills and the ability to plan iterative user research to support continuous improvement of our services.

- Experience in conducting user research sessions with users with the ability to communicate in an open, engaging and sensitive manner.

- Good critical thinking, analytical skills and a demonstrable ability to collate, synthesise and present user research findings in a clear rational way that is easy for colleagues to interpret and contribute to.
- A good communicator, you will have a passion for sharing best practice, contributing to research papers and sharing outcomes of user-research with others in the user-research discipline.

Desirable criteria:

- Understanding of Agile practices and collaborative working in a multi-disciplinary team.
- Experience of applying user research to all the cycles of development (Discovery, Alpha, Beta, Live)
- Awareness of the technologies used to build and operate digital services.
- Experience of building digital services in a UK government context and/or within the culture and heritage sector.

Other Requirements

- We currently offer a hybrid working environment, where the expectation is that the individual will work two or three days on site each week
- Occasional travel for user research will be required

We are committed to continually improving the diversity of our workforce and therefore encourage applications from people of colour, the LGBTQI+ community, the trans community, those who are neuro diverse, and those with a disability.