User researcher – *ensuring people are at the heart of what we do*

Salary: £35,476 per annum (£14,190 pro-rata)
Contract: part-time (0.4 FTE, 16 hours per week), permanent.

What we offer:
- Pension with 4% company contribution
- 33 days holidays per annum, including statutory holidays, pro-rata
- Responsive and flexible working to fit work around other responsibilities and needs
- Cycle-to-work scheme
- Role-related training

Location: Work will be split between the Open Data Manchester office in central Manchester and working remotely, depending on need, with occasional in-person meetings.
Deadline for applications: 9am, Monday 23 May, 2022.

About us

Open Data Manchester CIC is a not-for-profit organisation formed in 2010 that promotes responsible data practice, focussing on the needs of all, and ensures that data is used in ways that help people, our planet and prosperity. We promote good data practice through expert advice, strong advocacy, participatory events, state-of-the-art research, technical support and interactive training.

Based in central Manchester, we are a small, growing and dynamic organisation with an inclusive and supportive culture that seeks to embed diverse, equitable and inclusive practices into everything we do. We are part of a network of open and like-minded organisations that work locally, nationally and internationally.

About the role

The purpose of the role is to ensure that we centre people in our work, listening to and understanding their needs, motivations and problems, so that we create meaningful products, projects and programmes.

Things you might find yourself doing:
- Planning and designing user research
- Identifying and recruiting users
- Carrying out desktop research

- Using research results to contribute to the design and implementation of projects
- Helping the wider project team understand relevant user behaviour
- Presenting user insights to project stakeholders at all levels
- Documenting the steps and processes undertaken in development
- Communicating the outputs of the project in blog posts, presentations, etc

We want to hear from you if you:
- Can communicate complex ideas to a wide range of people
- Are self-motivated and able to prioritise your own work
- Believe in the value of co-creation and are willing to facilitate workshops to enable it
- Can project manage user-research elements of projects
- Are curious, inquisitive and interested in the different perspectives people have
- Are comfortable working in the open – sharing progress, thoughts and outcomes publicly
- Are familiar with and able to use a wide range of user-research and service-design techniques
- Are open to using a range of software applications to support the delivery of projects, such as Trello, Slack, Miro

How to apply

We've developed an application process with Collaborative Future, which will ask you to share the following with us:

1. Tell us about **one or two challenges you have experienced when centring user feedback and voices in a project**. What frameworks, tools or communication styles have helped you navigate these challenges? (up to 350 words, or up to a three-minute audio recording)

2. Share an **example of when you have conducted or used research or analysis to help make better decisions about a project, idea or solutions.** How did you gather the data or insights and how did you use the findings to inform decisions? (up to 350 words, or up to a three-minute audio recording)

3. Share up to **three other strengths or perspectives** you think you would bring to this team and role, and why you feel they are important. (up to 250 words, or up to a two-minute audio recording)

   (You may wish to refer back to the purpose of the role and think about examples of the key competencies outlined above, but we also love learning about other skills and experiences you might bring, even if it's not mentioned)

If you're interested in the role please [apply here](apply) by 9am, Monday 23 May, 2022. We understand that written format is not always the easiest way for people to communicate, so if you'd prefer, you can record your responses to these questions as a short voice note or in another format, and send to hello@collaborativefuture.co.uk.

If you have any issues accessing Typeform please get in touch.

We will aim to shortlist and contact candidates w/c 23 May, and invited successful candidates to an online interview w/c 30 May or w/c 6 June.