Intrepid Group

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		**REPORTING TO:**	UX Manager – Gemma Sherwood
POSITION TITLE:	UX Researcher	**DIRECT REPORTS:**	None
DEPARTMENT:	Marketing Services & Innovation	**LOCATION:**	London, UK

POSITION PURPOSE:

Our customers' experience is of the utmost importance to us. Reporting to the UX Manager based at Head office in Melbourne, Australia you will be a member of a UX team who are passionate about the role that research plays in making improvements to our customers' experience. The key responsibility of the role is to build customer insights through mixed method approach to research: qualitative research involving user testing of our digital products, prototypes and processes; and quantitative analysis of user behavior. A critical part of the role will be recruiting participants and conducting regular usability tests in conjunction with agile sprints teams.

QUALIFICATIONS AND EXPERIENCE

- 1+ years in a research role.
- Proficient at facilitating user testing, focus groups and remote testing.
- Highly developed analytical skills.
- Knowledge of mixed methods research design.
- Proficient at identifying business and user experience implications and making recommendations from customer insights specific to business objectives.
- Experience working in an agile environment

OTHER SKILLS AND ATTRIBUTES

- Experience in setting up and maintaining a research repository highly regarded.
- Strong attention to detail.
- Understanding & alignment with the company's core values.
- Ability to work with precision & independently.
- Fluency in at least one European language
  (other than English) desirable.
- Able to take a collaborative approach in engaging with different parts of the business.
- Flexible approach required.
- Able to work out of office hours to conduct research when required.

OPERATIONAL ACCOUNTABILITIES OF ROLE	BENCHMARK MEASURE
USABILITY TESTING & CUSTOMER INTERVIEWS • Responsible for the recruitment of B2C & B2B users for sprint teams and project-based research • Moderate in-person and remote usability testing sessions • Assist UX Designers in planning, strategy and preparation of testing materials for sprint tests. • Coordinate note taking sessions of usability tests videos for sprint teams. • Responsible for research administration including tracking research participation, delivering incentives and re-engaging users/pilot groups as necessary.	• Recruit, coordinate and moderate 5 usability tests or customer interviews per sprint for sprint teams. • Facilitate two usability note taking sessions a month. • Compile quarterly report on recruitment demographics & diversity

Intrepid Group

OPERATIONAL ACCOUNTABILITIES OF ROLE	BENCHMARK MEASURE
• Work with the Customer Research Analyst to synthesize our customer insights to ensure that stakeholders have access to the latest and best insights about our business.	
RESEARCH REPOSITORY • Conduct card sorting activities to gain insight into how staff would find insights in the repository • Setup and maintain tagging structure based on research conducted with internal stakeholders • Communicate to appropriate teams when new insights are added to the repository • Ensure all customer data captured and stored in the repository has been de-identified and GDPR compliant.	• Train staff on how to access insights using the research repository by end of 2018
AGILE RESPONSIBILITIES • Participate in Scrum stand ups, sprint refinement and sprint planning meetings as necessary.	• Deliver on research required on time for scrum meetings