**ROLE PROFILE**

|  |  |
| --- | --- |
| **Role:** | **Lead UX Researcher** |
| **Location:** | **London/Bristol** |
| **Band:** | **3** |
| **Hours** | **35 hours a week**  **Hybrid Working – 3 Days a week in the office** |
| **Pre-Employment Checks** | **DBS Check  Financial Check  Qualification Check** |
| **Purpose of Role:** | **Team Management and mentorship**   * Manage a small team of UX Researchers * Work with the wider organisation to evolve and mature our research ethics/principle and methodology. * Experienced with many types of research techniques and is able to mentor others about these approaches. * Help to align user research working practices across the wider business, striving to develop the maturity of UX research at MO. * Play a lead role in continuously improving our research methodology and keeping abreast of new tools and processes. * Work with UX researcher day-to-day on the responsibilities outlined for them and help them improve. * You are able to lead and coach other UX researchers.   **Leading on research and standards**   * Plan, facilitate and synthesise research to better understand users. * Participate in a culture of open-sharing, collaboration, constructive critiquing, and shared learning. * Help product/delivery teams understand the outcomes/goals of the mission or problem to be solved, as opposed to having a ‘feature-led’ mindset. * Lead on sharing actionable research insights that help product owners make better decisions to the programme. * You should be able to present your understanding of users in ways such as user journey maps, personas screen flows and service blueprints. * Measure success of implemented solutions from a user experience perspective. * Advocate and provide guidance on how to use customer insights and data to inform the user experience.  **Holistic research practice**  * You have experience using a ‘service design mindset’ which involves researching beyond the digital interactions, you are considering the whole user journey, other people/processes that support the user journey and how people interact with it in the real world. * Plan and facilitate research with our users including customers, dealers and staff. * Manage multiple levels of research activities - strategic discovery and user testing. * You are able to design within constraints and where necessary challenge the validity of constraints. * Experienced in using research to create customer journey maps and personas. |
| **About you:** | * Hands-on experience in roles such as Senior or Lead user researcher. * Strong portfolio of design work/case studies focusing on your principles, methodologies, and approaches. * Experience using a test and iterate approach through usability studies, and collaborating on early UX research methods. * Enjoys working in a collaborative, team-oriented, cross-functional environment, * Able to form strong trust-based relationships with team members, peers, managers and stakeholders. * Very strong communication skills, able to present and communicate to different types of audiences using a variety of artifacts and methods. * Ability to actively listen, hear and understand what is said and not said, and with nuanced comprehension of meaning and intent. |
| **Minimum criteria:** | * Previous experience as a Senior or Lead UX Researcher * Experience and knowledge of various research techniques * Experience working with senior stakeholders * Strong communications and presentation skills * Managing a UX research Team * Mentorship * Strategic user research experience |
| **About the team:** | The successful candidate will be part of a User Experience team which includes user experience designers, user researchers, service designers, a content designer and a visual designer. The team’s aim is to improve the lives of our Motability customers by designing solutions that make it easy for them to interact with us online.  We work closely with Product area, but we also work alongside other areas of the business as well. |
| **About us:** | Motability Operations is a unique organisation, virtually one of a kind. We combine a strong sense of purpose with a real commercial edge to ensure we provide the best possible worry-free mobility solutions to over 700,000 customers and their families across the UK. Customers exchange their higher rate mobility allowance to lease a range of affordable vehicles (cars, wheelchair accessible vehicles, scooters, and powered wheelchairs) with insurance, maintenance and breakdown assistance included. We are the largest car fleet operator in the UK (purchasing around 10% of all the new cars sold in the UK) and work with a network of around 5,000 car dealers and all the major manufacturers. We pride ourselves on delivering outstanding customer service, achieving an independently verified customer satisfaction rating of 9.8 out of 10.  Our values are at the heart of everything we do. They represent ambition, and we look for our people to live and breathe them every day:   * We find solutions * We drive change * We care   We operate hybrid working across the organisation where we split our time between working on-site at our offices, and at home, remotely within the UK. We believe hybrid working achieves a good work/life balance for our colleagues, allowing us to connect with each other, collaborate on important work, and perform together to deliver for our customers. It allows us to have the flexibility to work remotely up to 2-days per week whilst also using the great office spaces we have available.  As a Motability Operations team member, the benefits you can expect are:   * Competitive reward package including an annual discretionary bonus * 15% non-contributory pension (9% non-contributory pension during probation period) * 28 days annual leave with option to purchase and sell days * Free fresh fruit and snacks in the office * 1 day for volunteering * Funded Private Medical Insurance cover * Electric/Hybrid Car Salary Sacrifice Scheme and Cycle to Work Scheme * Life assurance at 4 times your basic salary to give you a peace of mind that your loved ones will receive some financial help * Funded health screening for over 50s * Voluntary benefits: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans * Employee Discount Scheme with an app to save on the go * Free access to healthcare apps such as Peppy, Unmind, Aviva Digital GP and volunteering app on Hand for all employees * Generous family leave policies   At Motability Operations, we believe in building a diverse workforce, where our people are empowered to attend work as their true selves, and we encourage people from all backgrounds to apply. We want to sustain a culture that nurtures, where employees are free to flourish and where they’re rewarded equally, regardless of race, nationality or ethnic origin, sexual orientation, age, disability, or gender.  We pride ourselves on being an inclusive employer and as such, all our offices provide first rate disability access. With our hybrid working environment, we do our best to accommodate part-time and flexible working requests where possible, building on our culture of trust, empowerment, and flexibility.  Please note, Motability Operations reserves the right to bring forward the closing date of any of its job vacancies if we receive a suitable number of quality applications from which to make a shortlist. Therefore, we recommend that you apply as soon as possible rather than wait until the published closing date. |