Birmingham City Council
Lead User Researcher

Birmingham City Council

Location:	Hybrid / Birmingham
Type:	Permanent
Department:	Information Technology & Digital Services
Reporting to:	Head of IT & Digital Programmes
Line management:	Up to 4 staff
Salary (grade GR6):	Up to £57,056

About Birmingham City Council

Birmingham City Council is Europe's largest local government. Our 12,000 staff look after over 1.1m citizens and 40,000 businesses - striving to offer the best services we can to improve people's lives. With the Commonwealth Games 2022 ahead of us and a new Digital Strategy setting out our bold ambitions for the next 3 years and beyond, Birmingham City Council is transforming and committed to be a place that uses the best of data, digital and technology so that we can respond even better to the changing needs and expectations of our citizens and businesses.

About IT and Digital Services

We are a multidisciplinary team of around 340 people at the heart of transforming public services for the UK's second largest city. We create, develop, deliver and operate an exceptionally diverse range of services that have a direct impact on our residents' lives everyday.

Our work is central to transforming the way the organisation delivers services with an increased focus on digital and agile delivery. We aspire to lead the way in becoming a truly digital organisation, working across multidisciplinary teams to design services that meet the needs of our users, using innovative delivery methods and delivering quality solutions at pace in iterative cycles enabling a positive difference to our staff and all those that access city council services. **Read our blog** https://birmingham.localgov.blog/

Your role

You will plan, design and carry out research activities with users that help teams get a deep understanding of the people that use local government services.

As a **Lead User Researcher** you will:

- lead and align user research activities across several teams
- ensure that teams take a user-centred, evidence-based approach to service design and delivery
- develop and assure good user research practice

What essential skills and experience are we looking for?

Analysis and synthesis	You can help an organisation adopt a wide range of analysis and synthesis techniques. You know how to help an organisation continually assure, improve and innovate their practices to generate clear and valuable findings.
Inclusive research	You can help teams understand the diversity of users of government services. You know how to include all kinds of users in appropriate research activities. You can advocate for inclusive practices and help teams design and deliver accessible services that work for all users.

Research skills	You can help an organisation adopt a wide range of user research methods. You can lead a community of practice to help an organisation continually assure, improve and innovate their user research.
Society and technology	You can help teams understand the ways that digital technology is changing user behaviour, and the challenges and opportunities for design and delivery of government services.
Technical understanding	You know about the technologies used to build and operate digital services. You can collaborate closely with colleagues in different digital disciplines.
User-centred and agile practices	You understand and have experience of a range of user-centred practices. You can help inexperienced teams adopt user-centred practices and embed them into their agile workflow. You can advocate for user research and engage sceptical colleagues and stakeholders.

What we offer

You'll have the opportunity to:

- Build up your career, gain new skills and experience across a breadth of 250 services
- Help build up communities of practice in your area of expertise
- Shape and re-imagine the way services are delivered as we build the digital council of the future

We'll support you with:

- An environment that values curiosity, collaboration and working in the open
- An engaged and supportive leadership with a clear vision
- Tailored training opportunities to help you progress
- An inclusive place committed to reflecting the public we serve

You'll get a range of benefits designed to promote a great work/life balance:

- Generous pension scheme with an average employer contribution of 24.4%
- 29 days paid annual leave and an additional 8 bank holidays.
- Hybrid working and flexible working patterns
- Family-friendly policies including job share and part time
- Subsidised travel passes
- Staff discount schemes with many local businesses and Tusker car scheme
- Employee health and wellbeing support
- Occupational Health support including a confidential counselling service

Birmingham City Council is an accredited **Investor in People**.

If you're interested in the job send us your CV and supporting statement using the form on our blog.

Visit our blog https://birmingham.localgov.blog/

Follow us on twitter @digibrum

Linkedin: https://www.linkedin.com/showcase/digital-and-customer-services

If you have any questions, please contact digital@birmingham.gov.uk clearly quoting the job title in the subject field.