



Scrumconnect Consulting is a UK national SME award-winning software development consultancy with over 300 consultants across the UK. We work with UK Public sector clients to build impactful, award-winning digital services that improve millions of lives.

We take as much pride in our people, culture and work-life balance as we do in making services that improve millions of lives. Collaborative, entrepreneurial and dedicated to problem-solving, we bring the step change our customers need to sustain innovation.

3 ways we are different

- We're not just a consultancy. We're a community. Our knowledge-sharing, learning/unlearning, problem-solving culture benefits our consultants and our clients.
- All our people are highly experienced. Our consultants typically have at least 10 years experience of solving difficult business problems
 - Handpicked high-performing teams with high empathy, trust and a mindset of continuous learning

Senior user researcher

A senior user researcher is an experienced practitioner who is able to plan and lead user research activities in larger teams and on more complex services. At this level, you will be expected to:

- Build user-centred practices in new teams
- Align user research activities with wider plans to inform a service proposition
- Supervise and develop other user researchers to assure and improve research practice

Skills needed for this role

- **GDS experience essential**
- **Analysis and synthesis.** You understand and can help teams apply a range of methods to analyse research data and synthesise findings. You know how to engage sceptical colleagues in analysis and synthesis. You can advise on choice and application of techniques, and can critique colleagues' findings to assure best practice. (Relevant skill level: practitioner)
- **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. (Relevant skill level: practitioner)
- **Research skills.** You have experience of, and can help teams adopt, a wide range of user research methods. You can plan user research for services with challenging user needs and



complex user journeys. You can advise colleagues on the choice and application of research methods to assure best practice. (Relevant skill level: practitioner)

- **Society and technology.** You understand the social and technological context for government services. You can align user research activities to help your team understand changing user behaviour. (Relevant skill level: working)
- **Strategic insight.** You understand what problem the team is trying to solve. You can align user research activities to inform decision making and action. (Relevant skill level: working)
- **Technical understanding.** You know about the technologies used to build and operate digital services. You can collaborate closely with colleagues in different digital disciplines. (Relevant skill level: practitioner)
- **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. (Relevant skill level: practitioner)