

# User Researcher (OSD Band 3/SEO)

Health and Safety Executive

**Apply before 11:59pm on Tuesday 4<sup>th</sup> January 2022**



**Reference number**

169745

**Salary**

£39,334- £45,865

**Grade**

Senior Executive Officer  
Band 3

**Contract type**

Fixed Term

**Length of employment**

25 months

**Business area**

HSE - Operational Services Division (OSD)

**Type of role**

Digital  
Project Delivery

**Working pattern**

Flexible working, Full-time, Job share, Part-time

**Number of posts**

3

## Location

East Midlands (region), East of England (region), North East (region), North West (region), Northern Ireland, Scotland, South East (region), South West (region), Wales, West Midlands (region), Yorkshire and the Humber (region)

## About the job

### Summary

**Diverse perspectives and experiences are critical to our success and we welcome applications from all people from all backgrounds with the experience and skills needed to perform this role. We look forward to receiving your application.**

**The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.**

The Health and Safety Executive (HSE) is the independent regulator for work-related health and safety. Our purpose is to protect people and places - we save lives and we are highly regarded both nationally and internationally. The benefits that our work brings to business, workers and the UK economy are clear. Improved health and safety risk management protects workers and translates into reduced sickness absence, lower healthcare and welfare costs, and better productivity.

### Why we're recruiting

HSE is maturing its approach to managing and delivering change to enable the delivery of our ambitious roadmap of transformation and we're building a team of change, project management and delivery professionals to support this work.

We are leading on a number of cross government, multi agency programmes in addition to a series of internal transformational initiatives: from establishing a new Building Safety Regulator to a post EU exit Chemicals regulation regime. We're designing new digital services to transform the way we deliver services and regulate, enabling new operating models, and transitioning to agile methods of development and delivery.

### The team we're building

We're seeking a range of project managers, change and business improvement managers, business analysts and subject matter specialists to work alongside a wider community of delivery partners and operational teams. Delivery partners range from top tier consulting houses to SMEs focused on digital innovation. You will work alongside Digital, Data and Technology professionals as well as operational and subject matter experts from HSE divisions. We're seeking change agents who relish the opportunity to lead in a rapidly maturing environment.

### Job description

We are committed to the modernisation of our services, and the delivery of improved operational efficiency and effectiveness. A deep understanding of user needs is critical to designing good services. User

researchers ensure project and service teams understand their users so that they can design and deliver services that meet their needs.

The purpose of your role will be to design, conduct and interpret user engagement and research activities and ensure the voice of the customer is represented as services are designed and managed. You will be a key part of the digital transformation of HSE.

This is an exciting opportunity to help us lead, drive and deliver significant change across HSE, as part of a new and challenging transformation programme.

### **Key responsibilities and technical skills**

Planning and undertaking research -you will

- Collaborate with stakeholders to develop and advocate appropriate research strategies to understand user needs for a service.
- Ensure the full range of user groups are engaged, including currently hard to reach groups.
- Design, plan, and conduct user research activities to enable the development and continuous improvement of digital services and ensure user needs are understood.
- Source and procure participants and facilities to conduct user research activities

Ensuring best practice - you will

- Implement/ and apply policies and controls to ensure research is conducted in a legal and ethical way, aligning to government good practice (e.g. obtaining consents). and ensuring that research findings are stored and managed appropriately (e.g. complying with GDPR).
- Understand which research techniques to use when; these may include quantitative and qualitative research, contextual discovery, journey mapping, diary studies, early stage concept testing, contextual usability and accessibility testing).
- Embed GDS best practice in ways of working, and act as an ambassador for user research, raising awareness and understanding of user centred design.
- Foster a culture of team involvement in user research, team analysis, design rationale and decision making based on user needs
- Contributing to the user research community across government.
- Work with stakeholders to develop and communicate user research principles, guidelines and best practice.

Analysing and sharing findings - you will

- Provide a clear understanding of the customer groups that use HSE services.
- Review and interpret existing sources of insight and research, bringing together disparate information and determining key findings to shape the design of services.
- Analyse and use research data to synthesise findings so research is shareable and traceable. Help to prioritise customer needs challenging assumptions when necessary.
- Use evidence drawn from data and research analysis to represent the user in product and design discussions
- Communicate research findings across the team and wider organisation in a powerful and persuasive way so that they share a strong and empathetic understanding of their users (including presentations at show and tells. formal reports etc)

- Work closely with colleagues to define user centred KPIs, to create a rich picture of user behaviour to tell the full story of how and why people use our services.
- Work with User Experience Designers and project team to design/ iterate customer journeys, prototypes and wireframes, and turn user research findings into stories and actions that lead to valuable service improvements and / or service features.

## Responsibilities

### Experience - essential:

- Have knowledge, experience in and a passion for user-centred design and experience of applying this to services or products.
- Can balance delivery for customers with the needs of the business.
- Are a team player with excellent collaboration and influencing skills.
- Are adept at embracing change.
- Understand the end to end services design process and how user research can shape concept development and detailed design.
- Have experience of designing, facilitating and analysing a range of qualitative and quantitative user research methods, and an understanding of the strengths and limitations of different research methods.
- Have excellent communication and storytelling skills and can confidently distil and present user research findings using a range of approaches and formats to all levels of seniority and disciplines in the organisation.
- Can translate insights into actionable recommendations and experience design.

### Experience - desirable

- Experience working within a complex, ideally regulatory, environment.
- An understanding of GDS principles and experience of the GDS service assessment process.

## Behaviours

We'll assess you against these behaviours during the selection process:

- Leadership
- Making Effective Decisions
- Communicating and Influencing
- Changing and Improving

## Benefits

- Learning and development tailored to your role
- An environment with flexible working options
- A culture encouraging inclusion and diversity

### We invest in our people with;

- Competitive rates of pay
- Access to the highly competitive Civil Service Pension Scheme to which HSE contribute 27.1%, far more than in the private sector.
- Family friendly policies and working hours to help balance your home life and career
- 25 days annual holiday increasing to 30 days after 5 years' service, plus bank holidays and 1-day Civil Service privilege leave

- Parental Leave benefits: Maternity, adoption or shared parental Leave of up to 26 weeks full pay followed by 13 weeks statutory pay and a further 13 weeks unpaid, and paternity Leave of 2 weeks full pay.

## Things you need to know

### Security

Successful candidates must pass a disclosure and barring security check.

People working with government assets must complete basic personnel security standard checks.

### Selection process details

This vacancy is using Success Profiles, and will assess your Behaviours.

As part of the application process you will be asked to complete a CV and Personal Statement (Max word Limit 750)

Your personal statement should demonstrate how you meet the Key Responsibilities as set out in the job description and essential criteria.

Please access the following Link for guidance on how to apply and how to complete a Statement of Suitability <https://www.civil-service-careers.gov.uk/how-to-apply/>

The Sift will take place during the week commencing 3rd January 2022 and you will be assessed on your personal statement and CV. We may contact you for an informal telephone conversation as part of the sifting process.

If you are successful at sift stage you will be invited to an interview which will be a blended approach of strength based questions and some behaviour based and technical skills questions as outlined above.

Interviews will take place week commencing 10th January 2022 and week commencing 17th January 2022

These dates may change subject to business needs

Please note, due to current COVID restrictions, interviews will take place using MS Teams, where you will be required to have access to;

- A Laptop - personal or work
- A webcam
- Good internet access
- MS Teams

### Further Information

Existing Civil Servants and applicants from accredited NDPBs are eligible to apply, but will only be considered on Loan basis (Civil Servants) or secondment (accredited NDPBs). Prior agreement to be released on a Loan basis must be obtained before commencing the application process. In the case of Civil Servants, the terms of the Loan will be agreed between the home and host department and the Civil Servant. This includes grade on return.

It is the candidate's responsibility to ensure they are aware of the terms and conditions they will adopt should they be successful in their application. For a summary of HSE terms and conditions as part of Civil Service Reform, please see the attached document.

Any move across the Civil Service on or after 4 October 2018 may have implications on an employee's ability to carry on claiming childcare vouchers.

If you have a disability and you need an application form in an alternative format or you would like to know more about our recruitment process, please contact: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

Feedback will only be provided if you attend an interview or assessment.

## **Nationality requirements**

This job is broadly open to the following groups:

UK nationals

nationals of Commonwealth countries who have the right to work in the UK

nationals of the Republic of Ireland

nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the [European Union Settlement Scheme \(EUSS\)](#)

relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service

relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service

certain family members of the relevant EU, EEA, Swiss or Turkish nationals

## **[Further information on nationality requirements](#)**

## **Working for the Civil Service**

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

## **[Apply and further information](#)**

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

## **Contact point for applicants**

Job contact:

Name : Mark Hamilton

Email: [Mark.Hamilton@hays.com](mailto:Mark.Hamilton@hays.com)

Recruitment team :

Email: [HR.Resourcing-Team@hse.gov.uk](mailto:HR.Resourcing-Team@hse.gov.uk)

### Further information

If you believe that Civil Service Commission principles of selection for appointment on merit on the basis of Fair and Open competition have not been met you can raise a complaint by emailing: [HR.Resourcing-Team@hse.gov.uk](mailto:HR.Resourcing-Team@hse.gov.uk) or by writing to HSE at the following address: HSE Resourcing Team, 2.3 Redgrave Court, Merton Road, Bootle, Merseyside, L20 7HS If you are not satisfied with the response you receive from the Department, you can contact Civil Service commissioners:

<https://civilservicecommission.independent.gov.uk/code/civilservicecodecomplaints/>

[www.hse.gov.uk](http://www.hse.gov.uk)

