



# USER RESEARCHER

## Job description

<b>Grade</b>	D
<b>Type of contract</b>	Fixed term until end of October 2023
<b>Directorate</b>	External relations
<b>Team</b>	Information
<b>Reports to</b>	Editorial manager
<b>Responsible for</b>	n/a - no line management responsibility
<b>Location</b>	Flexible - likely to be hybrid mix of homeworking and time in London office
<b>Hours</b>	35hrs p/w

### About the role

This is a new role at Mind, based in our information team. We aim to empower people to make informed choices, to understand their rights, and to live with and recover from mental health problems. We do this by producing high-quality, person-centred information - online and in print.

As our user researcher you'll plan and carry out research activities to support our work. You'll listen to people with lived experience of mental health problems. You'll gather and analyse evidence. You'll develop rich insights about what our audiences need from us, and how they need it. And you'll present clear recommendations for our content team.

You'll likely do this by interviewing, surveying, workshopping, user testing and more. You'll decide which research methods are appropriate for different projects. You will also brief and oversee the work of freelance or agency researchers.

This role is part of a new programme at Mind, funded through our [partnership with Co-op](#). You will be a vital part of a wider project to improve our information offer and to reach people in community settings. As part of this work you will focus on the needs of young people, people experiencing poverty, and people facing racism.

You'll work with colleagues in the Co-op partnership team as well as the wider information team. And our editorial manager will support you to meet your objectives.

### Key Responsibilities



1. Plan and conduct appropriate research into the information needs and preferences of people with mental health problems
2. Involve people with lived experience of mental health problems in testing and reviewing information
3. Engage with external partners and researchers as appropriate to support our research
4. Analyse and communicate research findings to colleagues and external partners, including Co-op
5. Collaborate with colleagues in the information team to identify ways to improve our content
6. Work within Mind's policies for lived experience involvement, safeguarding and GDPR requirements

## Expectations

All members of staff at Mind are expected to embody our mission, values and competencies.

This includes an expectation that you will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems
- Attend and contribute to supervision and appraisal process, meetings, training, and other events as required
- Work collaboratively across teams, departments, locations and organisations
- Stand up for what you believe is best and trust in yourself and each other
- Be open to others and show a commitment to learning
- Be open to change and respond flexibly and quickly to the changing world
- Demonstrate organisational awareness and see the bigger picture while working towards objectives
- Communicate effectively, ensuring your messages are understood and that you strive to understand others
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work
- Take responsibility for your decisions
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend



work

- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law
- Be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times
- Contribute to making Mind a greener workplace
- Ensure that your work activities are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures

**We're committed to becoming actively anti-racist in everything we do.** This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, and recognising different perspectives, will enable us to provide excellent services. We're committed to ensuring all our employees are treated fairly and equitably at work, and promoting equity in physical and mental health for all.

## Person specification

### Essential criteria

1. Ability to understand the problem your team is trying to solve, and to write this up into a clear research brief
2. Experience of designing research projects to solve a problem, including writing detailed research plans
3. Experience of leading qualitative research with participants, including facilitating focus groups and doing 1-2-1 interviews
4. Confidence in carrying out a range of desk research activities to understand user behaviour, including reviewing web analytics and search term listening
5. Ability to analyse research data and present clear, reliable findings that colleagues can understand and use
6. Experience of working with external partners or agencies to deliver a brief
7. Awareness of legal and ethical requirements in research, including GDPR and safeguarding
8. Ability to work with people with lived experience of mental health problems in a respectful and sensitive way
9. Ability to balance workload, work autonomously and meet deadlines
10. Ability to collaborate across teams to deliver projects



## Desirable criteria

1. Expertise in any of these areas: user experience (UX), content design, human-centred design, accessibility and usability
2. Understanding of the diversity of audiences who need mental health information and support
3. Direct or indirect experience of mental health problems