

It starts with community

The National Lottery Fund
Role Profile



User Research Officer

Directorate:	Multiple directorates
Department:	Service Design/England Support
Role/Competency level:	Level 2
Reports to:	Funding Product Owner (FSCI) Development Manager (England)



Role Profile: User Research Officer

Role purpose

In this particular role, you'll work as part of our Service Design team, reporting into our User Research Manager. You'll work closely with colleagues across the team to develop and advocate the right research strategies to understand what our customers need from our funding.

You will work closely with other teams across the Fund, ensuring the quality of our research and continually driving improvements in practice, planning, designing, preparing, and running the full range of user research activities. You will also effectively communicate the findings of your research across the team and wider organisation, sharing the information to improve their work



Role Profile: User Research Officer

Key responsibilities

- Design and run user research activities
- Develop and advocate research strategies
- Ensure research quality through continuous improvements
- Share findings and information with colleagues
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.



Role Profile: User Research Officer

Knowledge, skills and experience

- Proven experience gathering and analysing user requirements for web based or offline services
- Proven experience planning, designing and conducting user research that focuses on user needs
- Proven experience working as part of a team tasked to conduct usability analysis and testing
- Proven experience working as part of a team tasked with turning user insight into actionable design or service recommendations
- Proven experience in delivering projects and products
- Proven experience using a range of project management methods
- Proven experience balancing multiple priorities and dealing with ambiguity



Role Profile: User Research Officer

Role competencies: Level 2

- **Strategic direction**
Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.
- **Leading our culture**
Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.
- **Working together**
Considers team as well as individual success and adjusts working style and practices to achieve results.
- **Delivering quality results**
Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.
- **Diligence and control**
Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.
- **Developing self and other**
Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.