



Working for equality of opportunity

Job Title: Design Researcher (HCI specialist)
Division: BBC Design & Engineering
Base: Salford
Grade: 7D

About the BBC User Experience & Design (UX&D) team

We design the BBC's amazing digital experiences, from apps to websites, from iPlayer to CBeebies. Our ace team of UX designers, architects and researchers collaborate closely with product, editorial and technical teams from across the BBC. Together we create elegant, delightful (not to mention award-winning) digital experiences on mobile, tablet, desktop and TV across 10 digital products: BBC Homepage, Search, News, Sport, Weather, Knowledge & Learning, CBeebies, CBBC, iPlayer and Radio & Music.

About You

You'll be able to:

- Act as a HCI and research specialist in UX&D, assuring BBC digital products and services are usable by our audiences.
- Define and manage all aspects of the research process and ensure all significant findings are fed back to Creative Directors and other key stakeholders.
- Capture and share best practice/user research findings, which could be applied more widely across BBC products. These will need to be documented and archived along with any related or otherwise interesting papers or articles.
- Work with product managers, creative directors, UXA designers, UXD designers and accessibility specialists on a daily basis.
- Work with and manage external research agencies that we have commissioned to run research for us.
- Work with other researchers from across the BBC (e.g. within R&D, with audience researchers and data scientists) on internal or collaborative projects.

You'll also have:

- Experience of providing HCI and research advice to UX and production teams.
- Experience of a implementing and running a wide range of HCI research methods (e.g. guerrilla testing, depth interviews, focus groups, diary studies, ethnographic and contextual studies, quantitative surveys, tree testing, card sorting, co-creation sessions).
- Excellent written, verbal communication and presentation skills.
- The ability to manage multiple projects at any one time and to work to tight deadlines.
- Achieved a Masters Degree in HCI or have at least 2 years equivalent experience in a research role.

Competencies

Analytical Thinking

- Gathering relevant information from a range of sources.
- Sift information and selects what is significant.
- Translate analysis into practical action plans.
- Ability to simplify complex problems, processes or projects.
- Can identify causal relationships and construct frameworks for problem solving and/or development.
- Think clearly and decisively, particularly when faced with unexpected problems.
- Maintain responsibility for own decisions.



Planning and Organising

- Ability to think ahead to establish an efficient and appropriate course of action for self and others.
- Prioritising and planning activities taking into account all the relevant issues such as business priorities, deadlines and resource requirements.
- Excellent organisation skills.

Influencing and Persuading

- Ability to present sound and well-reasoned cases to convince others.

Communication

- Effective communications style – keeping people informed through appropriate media.
- Able to be persuasive and convince others of the merit to their business of collaboration and co-operation with your role in their project.
- Able to express your ideas clearly and confidently.
- Is approachable and sensitive to the needs of others.
- Proactively shares knowledge and information.

Managing Relationships

- Able to build and maintain effective working relationships with a range of people.
- Work co-operatively with others to be part of a team.

Collaboration

- Connect people, ideas, processes, and issues.
- Share resources, knowledge ideas and skills across the organisation.
- Build helpful productive relationships across the organisation.