# **The Health and Social Care Alliance Scotland**

## Job Description

**Job Title: User Researcher**

**Employer: The Health and Social Care Alliance Scotland (the ALLIANCE)**

**Reporting to: Engagement and Insight Programme Manager**

**Strategic Outcomes of the ALLIANCE**

* Innovation and transformational change across health and social care, driven by person-centred and rights-based approaches and the principles of co-production and self-management
* Policy and practice shaped by disabled people, people with long term conditions and unpaid carers, regardless of race, gender, sexual orientation, disability, age, religion, or any other status
* Person centred approaches and third sector involvement within the planning and delivery of health, social care, and integrated services

Purpose of Role

To undertake and/or support user research in the ALISS programme, specifically those innovations proposed by the UKRI/Innovate UK project – Democratising Access to Community Services via ALISS (DACS)

**Key Responsibilities**

**The post-holder will**:

* Represent and enable the voice of ALLIANCE members within the development of the ALISS system
* Work with a wide range of people accessing (or seeking to access) health and social care services, and wider wellbeing support
* Work in partnership with the third, private and public sectors including the NHS and Scottish Government
* Advise colleagues on choice and application of appropriate user research methods and tools to assure best practice and ensure research findings are robust, actionable and suited to the overall aims and objectives of a project
* Help arrange and conduct user research that will bring out user needs. This might include interviews, workshops, ethnography, events, surveys etc (and create content for these)
* Facilitate the inclusion of different types of users in appropriate research activities
* Consider and ensure accessibility and inclusive design practices in all user research and help the wider team design and deliver accessible services that work for all users
* Provide actionable insights to support design decision making
* Undertakes development and / or assurance of ethics and consent processes and support the development of data protection and equalities impact assessments
* Foster and help embed a culture of user focused design

**Data Protection**

In line with national legislation, and organisational policy, you will ensure that all data is processed in a fair, lawful and transparent way, for the specific registered purpose and will not allow data to be disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

## Terms and Conditions

The post is full time, 35 hours a week, and based in Glasgow. The post holder will be required to travel regularly throughout Scotland and therefore must adopt a flexible approach to working hours as occasional additional hours and overnight stays will be required. However, this will be reimbursed through the organisation’s Time off in Lieu scheme.

**Person Specification**

**Essential**

* Proven knowledge and experience in designing, arranging and conducting user research (ideally with experience in a digital setting and/or health and social care setting)
* Ability to choose and apply appropriate user-centred design research methods (from data gathering to synthesis and analysis) for different design life cycle phases and situations
* Solid understanding of analytics and the design process
* Ability to communicate user research approaches and insights effectively
* Ability to communicate and present results and recommendations effectively
* Proven ability to work in a multi-disciplinary team, internally and across organisations
* Excellent communication skills and ability to work with a variety of people and professionals
* Understanding of human behaviour
* Self-starter who is driven, organised and can deliver output quickly
* IT literacy and an interest in web content/production and social media
* Willingness to collaborate
* Adaptable

**Desirable**

* A qualification related to the role
* Understanding of agile methodologies
* Knowledge of the third sector
* An awareness of digital health and social care