

Senior Consultant, UE Research

new experience (www.new-experience.com) is a user experience research consultancy based in West London.

We help our clients take advantage of web and mobile technologies by conducting deep insight research and by evaluating new services and designs. Our work involves in-context ethnographic research studies, service trials, participatory design workshops and lab-based usability testing.

We are a small team but we possess an exciting blend of hands-on expertise, delivery capability and energy that enables us to make a real difference. We are passionate about quality, professionalism and providing a flexible and personal service for our clients.

We work for clients that include **Hutchison Whampoa, Orange, Vodafone, Nokia, Microsoft, Tesco, Sky and Associated Newspapers** as well as some smaller ones.

We have trusting relationships with our core clients and we wish to grow by increasing the proportion of our clients that see us as a partner and preferred supplier of user experience research services. We will continue to target larger clients in our marketing and sales but we won't turn down small and interesting clients that come to us.

In the short-term our priority is less to grow revenues than to increase the proportion of work that we can staff from the payroll. That said we would like to grow our business in a controlled way, but maintaining the highest quality will always take precedence over a dash for growth. We have a focus on mobile which we will continue to develop.

Our environment is one that allows people the freedom to excel and innovate. We are not constrained by traditional practices. We encourage people to apply original thought to everything we do. To succeed in our company, you will need to have a strong work ethic, be a self starter, team focused and set high personal standards.

We offer the opportunity to be part of a highly successful and profitable organisation with a forward-thinking and structured plan for our future growth and ongoing development.

We now seek to recruit a high calibre individual to join our team as a Senior Consultant, UE Research. Over the page we detail the skills and character of the person we are looking for.

Job description

Overall job purpose

To help clients achieve their goals through effective application of user research techniques which contribute significantly to client strategy and design solutions. This is a truly pivotal position being prominently involved in the complete lifecycle from business development through to programme implementation.

Responsibilities

Develop user research proposals and research/test plans.

Conduct and analyse user research and present insightful, relevant and applicable recommendations.

Identify and forge open, transparent and effective relationships with clients.

Provide clear input during client meetings, reviewing deliverables, receiving client sign-off, escalating issues, communicating client benefits and opportunities.

Facilitate workshops for analysis, design and business process needs.

Liaise with cross functional teams - designers, analysts, developers, client staff, third party suppliers and partners.

Establish and maintain risk and impact analysis issues throughout the project lifecycle.

Assist in the sales bid and tendering processes for new clients.

Support marketing-based initiatives to leverage upon client success to increase the client base.

Skills and knowledge

Five or more years' experience in conducting contextual, ethnographic research, usability testing and user research methods.

Accustomed to working with senior clients in a project-lead role.

Demonstrable consultative and people relationship skills.

Comfortable with operating successfully in a dynamic, professionally-driven environment with the proven ability to deliver.

A capable presenter and facilitator.

Ability to assimilate complex technical and business issues .

Develops new insights and applies creative solutions to make improvements and satisfy organisational and client needs.

Proven track record in project management, working to deadlines and under pressure. Demonstrable experience of making persuasive recommendations to client personnel based upon qualitative user research analysis and results .

Desire to participate in the sales process, attend/speak at conferences and network to develop opportunities.

Self starter who will be proactive in thinking about what needs to be done and what, as a business, could be done better to heighten customer impact.

Proactively pursues self development in all aspects of their professional discipline.

A first class team person with a well developed sense of fun, humour and desire to achieve.

High work ethic, passionate about quality.

Flexible, no airs and graces, happy to muck in and help with all aspects of running a small but highly competent and professional business .

Degree calibre minimum with ideally a recognised postgraduate qualification .

If you are interested in applying for this role we would be pleased to hear from you. Email your details to simon.rubens@new-experience.com