



Shape the success stories of tomorrow. Join our team.

Role: Senior UX Researcher

Team | Reporting To: Product Development | Head of Product

Location: London / Hybrid

Type: Full time / Permanent

About us:

Formerly MyKindaFuture, Connectr is for businesses where people belong.

Connectr helps build a sense of belonging with all people, from candidates to employees, and creates a culture where everyone is included.

Through Connectr's products and services, we put the 'human' back in HR and deliver a new way to form human connections, turn D&I strategy into reality, and provide an engagement and mentoring platform that people love to use.

We are an award-winning, mission-locked company. We believe every person should have equal power and opportunity to shape their future, regardless of their background. Connectr works with over 40 employer partners, and last year supported over 40,000 people to take their next career steps.

Connectr champions an inclusive, respectful, and creative culture for our own people. We show care and candour in everything we do. We embrace new ideas, take calculated risks, communicate openly and proudly deliver our shared mission.

About the role:

As a Senior UX Researcher, you will be defining and conducting investigations in to user experiences for our products. These will be delivered across multiple platforms, such as desktop, web, mobile and tablet devices.

You'll be working with our Product Managers, Product Designers, Engineers, and other business stakeholders and will inform the team of research findings and insights to implement HCD (human centred design) decisions.



Key responsibilities:

- Using all the research techniques at your disposal to inform the team of insights to help us understand our users.
- Implementing a research strategy within the product development team.
- Advocating research findings to diverse audiences through written reports and presentations.
- Developing high level journey maps that communicate the goals, pain points, motives, and means by which different groups of users use our products.
- Championing HCD within the organisation by recommending and implementing the best possible UX research practice, principles, and processes.
- Planning and delivering research projects that will help us to build new features or iterate on our current products, and to develop our longer-term product strategy.
- Analysing quantitative and qualitative user inputs / testing outcomes and create actionable insights for the various teams.

Skills/Experience:

Required:

- Extensive knowledge of HCD, user research methods, iterative development processes, and usability principles
- Good understanding of qualitative & quantitative research methods
- Expert within planning, scoping, conducting, analysing, and communicating research – during all phases of the product development life cycle.
- Demonstrated ability to choose the best research methods and frameworks that will be persuasive to stakeholders during the product development process.
- Proficiency in communicating user research findings to cross functional teams to drive impact.
- Excellent time and project management.
- Good communication and teamworking skills.

Desirable:

- Experience working with A/B tests alongside UX & Engineers.
- Experience running user testing.
- Experience of Agile methodology, and working in Sprints etc.
- Basic understanding of Sketch, Invision or other prototyping tools.
- Knowledge of accessibility in design.
- Marketing & Brand knowledge.



Your benefits:

- Internal mentoring scheme and career development
- Volunteer days and ways to give back to our communities
- Flexible and remote working
- Reduced summer hours
- Enhanced maternity cover and paternity leave
- Wellbeing allowance, including an Airbnb wellbeing mini-break twice a year
- Competitive salary and annual review
- Company share options
- Casual office dress
- Christmas and summer team parties

Want to join us? Let's chat! careers@connectr.com

Information Security:

Ensure compliance of your team to all rules, policies, and regulations at Connectr including HR policies, D&I best practice and information security and data privacy guidelines.

All positions at Connectr hold responsibility for being up to date and in adherence to information security training, guidance and policies provided by Connectr on information security, including GDPR.

Connectr's commitment:

Connectr is committed to creating an inclusive environment and is proud to be an equal opportunity employer. We believe that diverse companies are more innovative and better positioned to succeed. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

