

TTS Research Ops performance profile

Opportunity Summary

TTS improves the public's experience with the government by helping federal agencies build, buy and share technology that allows them to be more accessible, efficient, and effective. Our goal is a world of to provide easy-to-use, effective, and secure digital government products and services for the American people. You'll make a difference by bringing your leadership and creativity to a talented and passionate community while creating impactful initiatives that will directly affect the American public.

TTS has not previously had centralized support for conducting research. This is an opportunity to identify approaches to supporting user research at scale at TTS. The TTS Research Ops Program Manager will work collaboratively with the Senior Advisor, Technology and the Public, and TTS Delivery/Program teams to manage participant recruitment for UX studies. The Program manager will also drive process improvement in research operations at TTS in order for delivery to be driven fundamentally by the voice of the public/customer through human-centered design methodologies and empirical customer research. They will establish and maintain partnerships with federal leaders in UX research, community engagement and public participation. This role is permanent.

Key objectives

Objective #1: Provide Research Operations support in the following areas

- **Participant recruiting & compensation:** Develop options and manage support for recruiting, screening, scheduling, securing participant agreements and consents, compensating, and thanking participants. Identify recruitment sources to reach underserved and underrepresented communities. Manage procurement processes when necessary, in coordination with the TTS Office of Agreements.
- **Knowledge management:** Identify approaches and tools for ensuring knowledge gained through research is findable and understandable to reduce redundancy and leverage work across teams. Manage procurement processes when necessary, in coordination with the TTS Office of Agreements.

- **Training:** Identify and provide or source training needed across TTS business units to mature research practices in collaboration with UX and CX supervisors and with Research Guild co-leads
- **Tools management:** Identify research ops related tools, such as 3rd party platforms for data storage, unmoderated usability testing, card sorts, etc. needed by TTS business units. Manage procurement in coordination with TTS Office of Agreements as well as user access
- **Governance:** Ensure required processes and procedures are followed, including retention schedules, periodic compensation justification checklists reviews, ethics, data security, PRA, and exclusion of PII. Manage documentation and maintenance of these processes and procedures.
- **Research Support:** TTS has not previously had centralized support for conducting research. This is an opportunity to identify approaches for growing capabilities, engaging with vendors, and/or providing staff augmentation across business units.
- **Budget management:** Identify and track budget and spend for Research Ops services

Objective #2: Grow, develop & support growth of research operations

- Research, develop, and encourage best practices in key areas of research operations. Create space for experimentation and iteration.
- Identify team needs and gaps. Continuously examine, experiment, and measure improvements to our research operations and processes.
- Collaborate with Designers, Product Managers, and UX Researchers to effectively understand their research recruitment needs and to drive their requests to successful completion. Collaborate across roles and organizations to build strategic relationships, achieve common goals, and to resolve sensitive issues.
- Maintain UX research operations handbook documentation with accurate, standardized, and transparent processes and procedures
- Promote collective success; make time for collaborative decision-making in project work; acknowledge how others' contributions led to achievements; and create shared ownership of success, risks, and accountability.
- Champion diversity, equity, inclusion, and accessibility in research operations

- Administration of our internal research toolsets

Objective #3: Training and Development

- Identify TTS-Wide UX research and Research Operations training needs and coordinate with training plans to meet those needs
- Coordinate with appropriate support teams on training and programming for accessibility principles and techniques to enable delivery teams to gain a deeper understanding of UX Research
- Provide training resources for other units (i.e., accessibility and procurement, accessible documents) to ensure accessibility requirements are incorporated into all appropriate processes and workforce tools
- Serve as an advocate and educator for UX Research across and beyond the TTS agency, championing the affective and appropriate use of services across government
- Ensure continued technical excellence in your unit
- Communicate regularly with your team, as a group and in 1:1s, to provide mentorship and guidance, and help remove obstacles to their success
- Steward the Research Ops team's professional development by identifying appropriate training, developmental assignments, and/or details. Incorporate equity and inclusion into training, speaking events, and experiential learning opportunities. Tailor approaches to individuals' needs.
- Work with individuals to identify and develop their strengths, helping team members pursue opportunities that enhance their talents
- Constructively address situations, issues, and behaviors. Initiate difficult conversations and clearly communicate corrective actions.
- Support the onboarding of new Research Ops staff

Objective #4: Support TTS core values

- Maintain a work environment of respect, diversity, equity, inclusion, accessibility, mutual support, flexibility, collaboration, continuous learning, and commitment to customer / partner needs. Ensure all perspectives are valued and included. Uphold TTS values of inclusion, integrity, and impact.
- Promote transparency about how decisions are made. Regularly include others in planning and decision-making.

- Incorporate diversity, equity, inclusion, and accessibility practices into project work. Identify power dynamics within teams and with partners, respond thoughtfully, and open space equitably among team members.