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User Researcher (Ref:2683)

Ministry of Justice

Apply before 11:55 pm on Sunday 16th February 2025

Ministry of
JUSTICE

Reference number

389963

Salary

£41,463 - £52,040

The national salary range is £41,463 - £45,276, London salary range is £47,657 - £52,040. Your salary will be dependent on your base location.
GDD allowance:

National: £41,463 - £45,276 (which may include an allowance of up to

£462)

London: £47,657 - £52,040 (which may include an allowance of up to £418)

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Senior Executive Officer
SEO

Contract type

Permanent

Type of role

Digital

Working pattern

Flexible working, Full-time, Part-time

Number of jobs available

5

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Location

East Midlands (England), East of England, London (region), North East England, North West England, Scotland, South East England, South West England, Wales, West Midlands (England), Yorkshire and the Humber

About the job

Job summary

This position is based nationally

Job description

User Researcher

Location: National*

Closing Date: 16th February

Interviews: Expected w/c 3rd March

Grade: SEO

(MoJ candidates who are on a specialist grade, will be able to retain this grade on lateral transfer)

Salary: National: £41,463 - £45,276 (which may include an allowance of up to £462)

London: £47,657 - £52,040 (which may include an allowance of up to £418)

*please read the T&Cs at the bottom of the page, for more information

Working pattern: time, part-time, flexible working

Contract Type: Permanent

*We offer a hybrid working model, allowing for a balance between remote work and time spent in your local office. Office locations can be found [ON THIS MAP](#)

The Role

We're recruiting for User Researchers here at [Justice Digital](#) to be part of our warm and collaborative Design teams, in the following areas:

Probation Digital

Legal Aid Agency (LAA)

Digital Prison Service (DPS)

This role aligns against [User Researcher](#) from the Government Digital and Data Framework

We're looking for User Researchers who want to make a difference by working on public services that really matter.

You'll be welcomed into a thriving user research community and into multidisciplinary teams, alongside designers, business analysts, product managers, delivery managers and developers all working together to deliver world-class, user-centred services.

We are currently experimenting with different delivery models, so some of the time you might find yourself embedded full time on a product team, and at other times you might be providing research support to a couple of product teams in parallel. You may be working alongside other researchers, or as a single researcher in a team. We are therefore looking for researchers who have pragmatic, flexible ways of working.

To help picture your life at [MoJ Justice Digital](#) please take a look at our [blog](#) and our [Digital and Technology strategy 2025](#)

Key Responsibilities:

Plan, conduct, analyse and communicate research

Ensure the inclusion of different types of users in research activities

Effectively communicate research findings within project teams, and share findings with other relevant stakeholders

Work closely with product managers, designers and developers to turn user research findings into actions that lead to valuable product and service designs

Contribute to building our user research and user centred design community, by developing our practice and ways of working.

If this feels like an exciting challenge, something you are enthusiastic about, and you want to join our team, please read on and apply!

Person Specification

Essential

Using research methods, primarily qualitative but ideally with some quantitative experience, and being able to select the right research method for the problem that needs to be solved

Being an advocate for users, encouraging teams to engage with research insights to help them make evidence-based decisions.

Ensuring research and insights support the iterative development of a service/product

Including different kinds of users in appropriate research activities, and knowing how to run inclusive and ethical research

Building effective working relationships with a team and stakeholders

Managing personal data, including following security and consent processes

Willingness to be assessed against [the requirements](#) for BPSS clearance

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan](#) and the [Civil Service D&I Strategy](#).

Person specification

Please refer to attached Job Description

Benefits

Alongside your salary of £41,463, Ministry of Justice contributes £12,011 towards you being a member of the Civil Service Defined Benefit Pension scheme. Find out what benefits a Civil Service Pension provides.

Access to learning and development

A working environment that supports a range of flexible working options to enhance your work life balance

A working culture which encourages inclusion and diversity

A Civil Service pension with an employer contribution of 28.97%

Annual Leave

Public Holidays

Season Ticket Advance

For more information about the recruitment process, benefits and allowances and answers to general queries, please click the below link which will direct you to our Candidate Information Page.

Link: <https://justicejobs.tal.net/vx/candidate/cms/About%20the%20MOJ>

Things you need to know

Selection process details

How to Apply

Candidates must complete the full application form, including a CV and a statement of suitability (750 words max).

The Statement of Suitability should outline relevant examples of your experience, against the following points of the essential criteria list above, under Person Specification :

Using research methods, primarily qualitative but ideally with some quantitative experience, and being able to select the right research method for the problem that needs to be solved

Being an advocate for users, encouraging teams to engage with research insights to help them make evidence-based decisions.

Managing personal data, including following security and consent processes

****Should we receive a high volume of applications, a pre-sift based on Using research methods, primarily qualitative but ideally with some quantitative experience, and being able to select the right research method for the problem that needs to be solved will be conducted prior to the sift.**

In Justice Digital, we recruit using a combination of the [Government Digital and Data Profession Capability](#) and [Success Profiles](#) Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

Changing and improving

Communicating and influencing

Working together

Managing a quality service

Delivering at pace

A diverse panel will review your application against the Person Specification above.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference, which will include a user research task given in advance of the interview.

Should you be unsuccessful in the role that you have applied for but demonstrate the capability for a role at a lower level, we reserve the right to discuss this opportunity with you and offer you the position without needing a further application.

A reserve list may be held for up to 12 months, from which further appointments may be made.

Terms & Conditions

Please review our [Terms & Conditions](#) which set out how we recruit and provide further information related to the [Justice Digital Recruitment Terms & Conditions](#) role and salary arrangements.

If you have any questions, please feel free to contact recruitment@digital.justice.gov.uk

Feedback will only be provided if you attend an interview or assessment.

Security

Successful candidates must undergo a criminal record check.

People working with government assets must complete [baseline personnel security standard \(opens in new window\)](#) checks.

Nationality requirements

This job is broadly open to the following groups:

- UK nationals

- nationals of the Republic of Ireland

- nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\) \(opens in a new window\)](#)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

[Further information on nationality requirements \(opens in a new window\)](#)

Working for the Civil Service

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Diversity and Inclusion

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan \(opens in a new window\)](#) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

Apply and further information

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

Contact point for applicants

Job contact :

Name : SSCL Recruitment Enquiries Team
Email : Moj-recruitment-vetting-enquiries@gov.sscl.com
Telephone : 0845 241 5359

Recruitment team

Email : Moj-recruitment-vetting-enquiries@gov.sscl.com

Further information

Appointment to the Civil Service is governed by the Civil Service Commission's Recruitment Principles. If you feel a department has breached the requirement of the Recruitment Principles and would like to raise this, please contact SSCL (Moj-recruitment-vetting-enquiries@gov.sscl.com) in the first instance. If the role has been advertised externally (outside of the Civil Service) and you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission please visit their web pages: <http://civilservicecommission.independent.gov.uk/civil-service-recruitment/complaints/>

<https://www.jobtrain.co.uk/justicedigital/Job/JobDetail?jobid=590>

