

## USER RESEARCHER

Salary £35,000 to 40,000

Based in London with travel around the UK

### About us

Social Finance (SF) is an ambitious not for profit organisation which seeks to drive social change. We work in partnership with government, funders and the social sector to tackle entrenched social problems in the UK and internationally. We seek transformation that is both sustainable and scalable, and can harness investment where needed.

Founded in 2007, we developed techniques and tools to rethink ways to tackle social problems. Our compelling approach led to the first ever Social Impact Bond in Peterborough. Over the past 11 years, our innovations, including Social Impact Bonds, have helped to mobilise over £500m for social change, in over 24 countries around the world.

We have grown from 2 people to over 90 professionals from diverse backgrounds in the public, private and charity sectors, who all share a passion for making a difference. We are based in Vauxhall, London with sister organisations in the US, Israel, India and the Netherlands, as part of the Social Finance Global Network.

### What we do

We develop models, products and services that are both pragmatic and have the scope to drive systemic change to improve people's lives. In the UK, we focus on issues such as homelessness, domestic abuse, mental health, learning difficulties, loneliness and vulnerable children on the edge of the care system. Internationally, we design outcomes-based models for issues such as maternal and neonatal health, education and employment.

We apply financial, analytical and increasingly digital tools to solve problems, combining professional rigour and discipline with humanity and humility. We have developed a deep understanding of social issues and strive to put the people we are trying to help at the centre of what we do. We are entrepreneurial and curious; we value ambition, integrity, respect, tenacity and humility.

More information can be found on our websites: [www.socialfinance.org.uk](http://www.socialfinance.org.uk) & [www.sfdl.org.uk](http://www.sfdl.org.uk)

### The Role

You will work with our social and public-sector partners and Social Finance teams to design new services, improve existing ones and shape our user research approach. You will bring a user research and design thinking approach to support service design, consulting projects, and product development.

- You will plan, design, and implement user research strategies to understand users and their needs.
- You will use a variety of methods (including facilitating groups, in-depth interviews, observations and quick intercepts) to get the insight we need.
- You will work closely with a range of users from senior leadership to service users to generate feedback and insights to inform services and products.



- You will quickly synthesize research data (qualitative and quantitative) to build a clear picture of our users.
- You will share and discuss insights and findings with a range of audiences.
- You will develop and build the Social Finance approach to user research (including training materials, standard outputs, etc.) and capacity-build the organisation.

## About you

We are looking for someone that brings a passion for social change, user research and design thinking so we can develop solutions and services that result in better outcomes. We are looking for a person with the following attributes:

- at least 2 years' experience as a user researcher, service designer or equivalent.
- track record of putting the user at the centre of design and delivery
- confident communicator
- ability to work collaboratively within a multidisciplinary team and a fast-paced agile environment
- self-motivated and focused on delivering outcomes and enabling social change.
- deep curiosity for learning about the world of social services.

Desirable but not essential: experience working with government and vulnerable groups

## Why Social Finance?

- **We offer the chance to make a real impact** – work on projects and products, with real results that help change the lives of those most in need.
- **Working with a great team** –We enjoy spending time together whether it's Away Days, optional Friday team breakfasts, or drinks on the last Thursday of every month.
- **A London location** - Based in the heart of London, you're never far from the excitement of the city.
- **Competitive compensation** – salary and benefits are competitive within the social and public sector and commensurate with experience.



## Application

If you want to tackle important social problems and get involved in data, digital and social change, we'd love to hear from you. Interested candidates should send a CV and covering letter detailing their interest in working at Social Finance highlighting relevant experience to:

**[digitallabsrecruitment@socialfinance.org.uk](mailto:digitallabsrecruitment@socialfinance.org.uk)**

If you do not include a covering letter your application will not be considered. All applicants welcome.

**Closing date for applications: 25 September 2019**

We will review applicants on a rolling basis and may appoint before this position closes. Candidates are encouraged to apply ASAP.

***Social Finance is actively looking to broaden the diversity within our organisation, to mirror the diverse populations that we work with and for. We encourage candidates with a range of work and life experiences to apply.***