

Lead UX/CX design researcher

As a UX/CX design researcher at Ellis Jones you'll work with a multidisciplinary team of inspired individuals to move people, and change the world for good.

- Work with leading organisations on social outcomes focused initiatives
- Exercise and grow your design research expertise
- Support others to deepen their design expertise
- Achieve measurable social impact

Overview

Ellis Jones is on a mission to change society for the better through strategy-led communications, social innovation, digital marketing, and creative campaigns.

As a Design Researcher, you will support the design and delivery of projects for clients. You will conduct research on products, services, policy, systems and organisations. You will use this research to uncover design insights and create opportunities for outcomes that lead to systemic change.

You will work with other disciplines and project team members to deliver high quality work for clients in the government, not-for-profit, and private sectors. You should have in-depth knowledge and experience in design, research and facilitation with diverse organisations and communities. Knowledge and experience of human centred design methodologies will be highly regarded.

You naturally inspire people, showing them what the future can be, and helping them get there. You collaborate well to find the best ideas and solutions. You adapt your approach to managing and leading for each colleague and client. You'll be a supportive colleague to those around you, pitching in when they need a hand. Your clients and future clients are impressed by your thinking and presentation skills; you put their interests at the heart of your work, easily establishing longstanding relationships of trust.

You excel in your ability to quickly understand and synthesise information (including qualitative data, community feedback, desktop research) to make considered recommendations to achieve social and financial impact. You have a natural flair for engagement, at the right place and time, including online. You report the insights that matter and mine them for strategic advantage.

Importantly, you'll be supported by a leadership team and colleagues, as well as an agency collaborator network, that comprises experts with deep and broad experience. We love what we do. We work together to overcome challenges, and we celebrate achievements with our clients. The sectors we work in are growing, have complex issues to solve and have a positive impact on society. It's very good work.



Your responsibilities:

- Lead design research by tackling research problems that range from concise and well-defined, to the expansive and ambiguous. Use a range of co-design techniques and resources to inspire engagement online and in person.
- Translate research learnings into practical and feasible policy, product or service deliverables;
- Create engaging narratives that frame research findings in ways that resonate with the target audience
- Contribute to Ellis Jones as a learning organisation, drawing on your specialist knowledge including:
 - Developing conceptual / analytical frameworks, methods and tools needed for project design, data collection, analysis, synthesis and reporting
 - Improving practices for consultancy work and business management
- Collaborate with multidisciplinary project and client teams to realise ways to transform research insights into action.
- Client and supplier relationship management – maintaining a positive relationship with clients and suppliers, proactively identifying opportunities and managing issues.
- Project management – including timeline, budget management and quality control.
- Leading and contributing to Ellis Jones marketing activities including generating content (blogs, social, collateral) and monitoring industry developments.
- Leading proposal responses in your areas of expertise and sector knowledge.
- Leading business development activities – including building and maintaining networks, seeking and attaining introductions with potential clients, finding opportunities to present at relevant conferences and meet ups, and growing contracts under management.
- Help clients understand how design research can be applied to solve problems, which may involve assisting them to build their internal capabilities.
- Stay aware of industry trends, including research and co-design practice, and identify opportunities for Ellis Jones' own research practice.

Your experience, qualifications & skills:

- A strong social purpose evident in your work and life
- Excellent stakeholder management, facilitation and communication skills
- Ability to tailor research outputs and design communication to meet client needs
- Outstanding writing, editing, and proofing skills applied in reports, copy, and proposals.
- A sound understanding of qualitative and quantitative research approaches, and the insights they yield relative to your work.
- People management experience, supporting individuals to achieve their potential.
- Time and project management skills – managing projects within budget, in terms of time and cost
- Confidence presenting to and engaging with clients in a manner that inspires trust and support
- Strong computer software skills in MS Word, MS Excel, and MS PowerPoint
- At least 5 years' professional experience working in a design research or human centred design field, with 2-3 years of experience in a communications consulting environment or a complex, multi-stakeholder environment
- Qualifications in research or design related field or commensurate industry experience.

Rewards and benefits:

The base annual salary range is \$80,000 - \$120,000 including superannuation commensurate with skills and experience.

Additional benefits include:

- Flexible working arrangements to support employees to balance their personal and work life.
- Access to an Employee Assistance Program.
- Mobile phone allowance.
- Learning and development opportunities.
- Opportunity to work with a team of experts with diverse experience and interests, applying unique insights and approaches, united by systems and purpose.
- An everyday working environment that is friendly, supportive, collaborative, and positive.

Location

The Ellis Jones office is located in a converted warehouse in Collingwood, Melbourne, Victoria.

Get in touch

If this sounds like you, please send through a cover letter/email and your CV to info@ellisjones.com.au

Ellis Jones is committed to building a diverse workforce. We strongly encourage applications from Aboriginal and Torres Strait Islander people, people with disability, people from diverse cultural and linguistic backgrounds, people of all ages and LGBTIQ people.

