Lead Experience Researcher

[Important: This document contains *template text* that is highlighted and set off by brackets. You should review and revise all the template text. The template text is in both the headings and in the body of the job listing.]

[In some cases, the template text tells you what to fill in. In other cases, it provides default content that you may want to revise. You should tailor this description to your organization and the role you want to hire.]

About the role

Are you interested in solving meaningful public problems and transforming public services for constituents? [Your organization or secretariat] is hiring a **Lead Experience Researcher** to [reimagine how we deliver products and services to millions of constituents.] This role will primarily work on [brief headline about what this person would focus on]. [Optional "so what" sentence explaining why this work matters].

We need someone who can [creatively apply a range of research methods to build our understanding of constituents, guide constituent-centered design, and help us measure if our work is successful.]

This position is a [describe the role, e.g. "full-time", "contract"] role. The work schedule is [describe requirements, e.g. "Monday through Friday, 9:00AM to 5:00PM EST, in a hybrid arrangement, with one day per week spent at the primary work location in Boston."]

About [organization]

[Provide a summary of your organization to help applicants understand the role's context for the role.]

What you'll do

You'll join [team] and work on [brief summary of projects or initiatives this role will work on. It should introduce the bullets below.]

Responsibilities

- Apply **quantitative and qualitative research methods** to understand constituents' experiences and complex service contexts
- Effectively **communicate your findings** to different audiences, including [designers, business and technical leaders, subject matter experts, vendors, and constituents]
- Learn from and apply **secondary research literature** [(e.g. from psychology and behavior change, sociocultural research, etc.)]
- Help our teams **grow their understanding of people's experiences and needs**

- Provide **strategic guidance and support** for experience research [across key initiatives]
- Help teams **translate findings** to inform strategies, priorities, and decisions
- **Create and refine research artifacts** (e.g. experience models, personas, journey maps, scenarios, narratives, service blueprints, behavioral/impact analytics summaries, etc.)
- Help us **build our experience research program and knowledge**
- [Add any additional responsibilities that are critical for your work and remove any that don't fit your context]

We'd love to hear from you if you have

- 5+ years of experience in quantitative and qualitative experience research
- 3+ years as a lead or principal experience researcher
- Experience working in government or a similar organizational environment
- Demonstrated expertise with multiple research methods [(e.g., qualitative interviews, scenario-based assessments, ethnographic research, behavioral analytics, survey research, outcome analytics, service evaluation research, etc.)]
- Experience using digital tools to support experience research execution, analysis, and synthesis [(e.g., online survey tools, Maze, Condens, etc.)]
- Outstanding communication and storytelling skills
- Strong systems thinking skills
- Strong facilitation, consultation, and coaching skills
- Experience promoting access to public services for all constituents
- Expertise in trauma-informed research
- [Add any additional preferred skills and remove any that don't fit your context]