

CPC401 - Human Insights Team Lead

Location	Milton Keynes or London
Reporting to	Director of Human Connected Design
Working hours	37.5 hours
Contract type/duration	Permanent
Equal Opportunities	CPC is committed to ensuring it recognises equal opportunities
Date written	28.01.2021

Human Connected Design

The Human Connected Design (HCD) directorate at the Connected Places Catapult is responsible for the strategic use of design, supporting the Catapult in its mission to help grow businesses, to build the UK economy and to service the creation of truly connected places. The directorate puts human needs at the heart of new innovations and technologies and is made up of three dynamic, creative teams namely, Human Insights, Connected Design and Design Futures. These teams include experts in service design, psychology, ergonomics, and human factors. The Human Insights team is a dynamic group of user researchers and design experts that work across an exciting range of projects supporting the mission of Connected Places Catapult.

As a team leader in the directorate this will involve enabling the successful implementation of the new directorate strategy, focusing on the strategic role of design in creating an inclusive, circular economy.

Purpose of the role

The purpose of this role is to provide leadership and line management to team members with expertise in research and human factors. The post holder will work to build a strong collaborative team ethic whilst also promoting the team's capabilities across the Catapult and its partners.

We are seeking an individual with demonstrable industry experience of managing multi-disciplinary research teams in the delivery of projects.

The successful candidate will lead and inspire the Human Insights team reporting to the Director of Human Connected Design. You will work closely with other directorate team leaders as well as the newly appointed Solution Architect to grow the directorate's influence and increase our impact.

You will provide inspirational team leadership and have extensive subject expertise in research and/or human factors. The role combines expert input into project development, scoping and delivery with senior leadership and team management responsibilities.

Key Responsibilities

- Leading the Human Insights team by setting the team's objectives, providing performance feedback (including 121s), resourcing to projects, communicating corporate messages, and daily management.
- Leading on deliverables that require significant user research and human factors in the delivery of research, co-creation, prototyping and design for projects across the Catapult.
- Supporting business development and resource management for external opportunities related to Human Insights.
- Leading the team's productivity and quality control of deliverables.
- Supporting a productive culture that upholds the mission and values of the Catapult.
- Undertaking other duties to support the Catapult in achieving its strategic outcomes and ensure effective business operations.

Required skills and experience

- Demonstrable experience in multiple domains are required; these can include areas such as commercial research projects, public services, social sciences, human factors research and design.
- Experience of managing a team as well as project delivery, including proven experience of team building.
- Excellent knowledge of human factors research methods and experience in using them in real-world projects.
- Proven experience of working within a business development role or environment, working to start, build and convert leads into new clients and project partners.
- Strong interpersonal skills including demonstrable experience of building relations with all colleagues and stakeholders at all levels.
- Demonstrable experience of guiding and supporting teams through the design, development, testing, deployment stages and reviewing the completed work effectively.
- Proven experience in matching project tasks with opportunities for development so that the team's potential is utilised to the maximum.
- Understanding of the UK and European collaborative R&D ecosystem would be advantageous.

To apply for this role please email us on jobs@cp.catapult.org.uk with your CV and covering letter attached quoting the ref: CPC401