

Research Ops Assistant | Job Description

“ResearchOps is the mechanisms and strategies that set user research in motion. It provides the roles, tools and processes needed to support researchers in delivering and scaling the impact of the craft across an organisation.” -- Kate Towsey

At Snook, we take our Research Ops roles seriously. It isn't just a *recruitment* job, it's a fundamental focus on ensuring we deliver our research and co-design activities ethically, inclusively, and accessibly at all times. We are inspired by [this article](#).

As Snook's Research Ops you will fulfil the following tasks as required on a project-by-project basis. You will help develop guides, templates, and tools to support the smooth running of research ops, supporting our designers to focus on conducting research and service design. Importantly, the role is vital in the early stages of a project between client kick off and starting our discovery or design work. This list is not exhaustive, and you may be required to perform additional functions from time to time.

- **Scoping research.** Supporting the team in planning the best research approach (process and methods) when writing new business proposals and developing approaches to work, this includes;
 - attending client kick-offs to scope the recruitment phase,
 - collaborating with the research and design teams to clarify the approach to research,
 - keeping the client or project lead up to date with development, highlighting risks to recruitment and engagement,
 - holding the space between project kick off and the research and/or design team starting their first sprint.
- **Planning research.** Supporting the team in planning user research, including:
 - identifying relevant Snook and client policies,
 - creating research and ethics frameworks, complying with GDPR and project budgets,
 - developing communication tools for organisations internally and external to communicate research and co-design activities at the right level,
 - writing participant information letters and/or short videos from our team,
 - setting out consent forms,
 - conducting risk assessments,
 - designing discussion guides, and
 - setting out how to collect and store personal information.
- **Organising research.** Support the team with logistics, including:
 - recruiting participants,
 - administering team calendars according to project budgets,
 - booking travel and accommodation,

- packing for interviews/workshops,
- administering any participant payments or incentives, and
- booking venues, ensuring they are accessible for participants.
- **Conducting research.** Supporting the team with user research, including:
 - note taking,
 - facilitation, and
 - collecting personal information.
- **Synthesising research.** Supporting the team with knowledge management, including:
 - storing personal information,
 - writing up insights,
 - synthesising findings, and
 - designing outputs to communicate findings.
- **Wrapping up research.** Supporting the team in finalising research and co-design projects according to the research and ethics framework, complying with GDPR. This includes;
 - ensuring deletion of data at the appropriate date in line with our policies,
 - ensuring participants in our projects are updated with news on the project either during or after our work is finalised,
 - working with our communications design team to develop project communications to share with our clients.
- **Developing our practice.** Pulling together knowledge from the industry, colleagues, and peers to build a best-in-class practice to:
 - ensure every touchpoint of Snook is inclusive when undertaking co-design or research activities, from asking for consent to facilitating workshops,
 - ensure every touchpoint of our process considers data ethics and the privacy of our users,
 - undertake research effectively and efficiently, and help the team execute this easily,
 - ensuring our consent process is robust.

Over and above the day-to-day role, Snook's Research Ops is responsible for sharing their knowledge with the Snook team. They will stay up to date on novel research approaches by taking the time to read articles, attend meetups, build relationships and practice in the global research ops community, and seek out training opportunities on and offline. This includes identifying new tools and systems that can help make Snook research run more smoothly and more inclusively.