

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Post Doctoral Research Fellow – Service Innovation and Co-Design

**Accountable to:** Dr Rosie Hornbuckle

**Contract Length:** Fixed Term 6 months  
1 June 2023 – 30 November 2023

**Hours per week/FTE:** 7.4hpw /  
0.2 FTE

**Weeks per year:** 25

**Salary:** £40,454 to £48,534 per annum pro rata

**Grade:** 5

**College/Service:** RKEE

**Location:** Chelsea

### Purpose of Role:

To support the Principal Investigator (PI) in the fulfilment of project deliverables and work packages required of the UAL research team contributing to the Innovate UK funded project three-year EU project *Overcoming Barriers to Refill Adoption through Behavioural Intervention and User-Centred Designs*.

Applicants are invited for a Post Doctoral Research Fellow to work with Dr Rosie Hornbuckle and Industrial lead partner, Topup Truck Ltd, on a 12-month project examining the barriers and enablers to behaviour change towards zero-waste purchasing practices. The design research team at UAL, along with Challenge Lab (CCW) will be collaborating with a consumer behaviour expert to undertake a user-centred study using co-design and ethnographic methods to support the industrial partner in understanding how to transform their mobile grocery refill business into a valuable and scalable service.

We welcome applicants who hold (or are close to submission of) a relevant PhD which demonstrates research capacity in Co-Design, Sustainable Design, Service Design, Systemic Design, UX design, Participatory Design or a related discipline.

TOPUP TRUCK is a small business offering a mobile service to customers to refill their own containers when purchasing food, thereby avoiding excess plastic packaging waste. This business model proposes a systemic change in the supply of food which also responds to the growth in direct-to-door services for food sales and the customer's growing reliance on convenience. As well as supporting the overall project process as research lead, UAL's main task will be to design and facilitate three co-design workshops with potential customers. Emphasis will be on exploring the barriers to uptake and imagining the future value of the refill service by co-designing speculative interventions with participants. UAL's research will feed into a variety of design outcomes, enabling decisions that will shape the physical and digital assets of the TOPUP TRUCK service, including insights into how the service can be scaled up and expand refill practices more widely.

You will support the PI to undertake ethnographic research of the industrial partner's current service, designing, delivering and helping to facilitate co-design workshops with lapsed and sceptical customers. This will involve qualitative data collection using mixed methods and media, which will be thematically analysed. You will also be supporting report-writing and the synthesis of heterogeneous material into insights to feed into the service design and development. You will also assist with the delivery of further workshops and focus groups to evaluate the outcomes and help report on this evaluation

You will have a track record of utilising co-design tools and methods within a workshop setting and be confident in supporting the facilitation of co-design activities. You will also possess theoretical understanding of design ethnography and fieldwork practices, and strong analytical skills needed to collect and process heterogeneous qualitative data. You will be able to work collaboratively and to manage your work autonomously and to agreed deadlines. You will have an emerging track record of publications and presentations appropriate to your career stage, and you will be able to communicate effectively with non-academic stakeholders

### **Duties and Responsibilities:**

- To work with the UAL research team and Industry Partner, Topup Truck Ltd to design and deliver ethnographic fieldwork and co-design workshops.
- To work with the PI and Industry Partner to collect and analyse heterogeneous, qualitative workshop and fieldwork data.
- To work with the Challenge Lab Manager to support participant recruitment and engagement with any student placements and projects.
- To work with the PI to synthesize project outcomes and develop insights for service design.
- To support the PI to coordinate and manage project activities and adhere to administrative and reporting procedures
- To use NVivo software for the organisation and preliminary analysis of data, and to collect, analyse and manage new and existing data in line with the data management plan and relevant ethical considerations, standards and processes.
- To work with the PI to write reports and support communication and translation of the research for exploitation by the industrial partner.
- To contribute to the development and delivery of project deliverables, reports, conference presentations and research outputs.
- To attend and participate in partner meetings and workshops as required.
- To support and participate in any additional tasks or documentation as required by the project.

### **General**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: project staff and UAL other staff, and external partners, suppliers etc; with whom regular contact is required.

- Principal Investigator, CCW, UAL
- Industry Lead, Topup Truck Ltd, external partner (Lead)
- Challenge Lab Manager, CCW
- Research Management and Administration and Central Finance, UAL

### **Specific Management Responsibilities**

**Budgets:** None

**Staff:** None

**Other** (e.g. accommodation; equipment): None

Signed: Rosie Hornbuckle

Date of last review: 08/02/23

Job Title: Postdoctoral Research Fellow

Grade: 5

| Person Specification                    |  |
|---|--|
| Specialist Knowledge/<br>Qualifications | <p>PhD qualification (gained or pending) in the areas of Co-Design, Sustainable Design, Service Design, Systemic Design , or a related discipline</p> <p>Demonstrable knowledge in at least one of the follow areas:<br/>circular economy, sustainable design, user-experience design, service design</p>  |
| Relevant Experience                     | <p>Relevant qualitative research experience/and or knowledge of qualitative research methods, including workshop design and facilitation, co-design tools, methods and practices</p> <p>Experience in authoring and co-authoring academic outputs</p> <p>Experience of working on a collaborative or cross-disciplinary research project (desirable)</p> <p>Experience in authoring and co-authoring stakeholder-facing publications or industry reports (desirable)</p> |
| Communication Skills                    | <p>Communicates clearly and persuasively both orally and in writing, adapting the message for a diverse audience in an inclusive and accessible way</p> <p>Uses IT skills to facilitate best use of available information and communications tools to support organisational effectiveness (MS Office, Teams, Intranet).</p>   |
| Leadership and Management               | <p>Manages own workload effectively; promotes inclusivity and contributes to the overall performance of the team</p>   |
| Research, Teaching and Learning         | <p>Engages in scholarship to support research objectives</p>   |
|   | <p>Disseminates own research in appropriate research, teaching and learning settings.</p>  |
| Professional Practice                   | <p>Contributes to advancing professional practice/research or scholarly activity in own area of specialism</p>   |
| Planning and managing resources         | <p>Plans, prioritises and manages resources effectively to achieve long term objectives</p>  |
| Teamwork                                | <p>Works collaboratively in a team and where appropriate across or with different professional groups</p>  |
|   | <p>Builds and maintains positive relationships with non-academic</p>   |

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| Student experience or customer service     | stakeholders and interacts appropriately with research participants   |
| Creativity, Innovation and Problem Solving | Gathers data rigorously and conducts robust analysis<br>Anticipates potential difficulties and suggests practical solutions to resolve problems |