



RESEARCH IMPROVING PEOPLE'S LIVES

User Researcher

Research Improving People's Lives (RIPL) is a nonprofit tech-for-social-impact organization that works with governments to help them use data, science, and technology to improve policy and lives. We work with faculty research affiliates from top research universities across the country to provide powerful, scientific-grade insights at the speed of policy directly to policymakers so that they can positively impact lives, solve pressing social challenges, and build their capacity to innovate and measure success going forward.

RIPL has supported policy and process improvements in health care, education, social insurance, civic participation, workforce development, and criminal justice. We use economics and behavioral science to design technology-based products that help government programs measurably increase impact for the people they serve while lowering cost of delivery. Examples include AI/chatbots which help low-income students prepare for and successfully enroll in college, and a recommendation engine that uses administrative data to better connect displaced workers with new skills and careers. During COVID-19, we worked with Rhode Island to make it the first state in the country to pay out Pandemic Unemployment Assistance benefits to support Rhode Island workers after they lost their jobs due to the pandemic.

We are a small and growing team working to measurably improve policy impact with objective research and scalable, sustainable technology with a growing portfolio of state and local government partnerships. We are positioned to add several new team members. If you are motivated to use human-centered research tools to improve policy through data-driven research, you may be an excellent fit for RIPL!

Role Description

RIPL researchers use a scientific approach to proactively identify innovative solutions to improve lives across domains, including education, health, labor, social insurance, civic participation, criminal justice, and economic development. We are an interdisciplinary team that combines the talents of science and engineering to develop and deliver solutions that measurably achieve policy goals that alleviate poverty, improve equality of opportunity, and result in government products and services that better serve the people who use and need them.

We are looking for outstanding researchers who can develop and lead structured qualitative research that informs and gives contextual interpretation to empirical research and user interfaces for tech-driven policy projects. The ideal candidate will work successfully with policy partners and RIPL scientists to design, lead, and execute user research which ensures our analyses, models, and tech-driven policy products improve lives by simultaneously meeting people's needs with inspiring policy innovations while satisfying policy considerations and constraints.



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Expectations:

The ideal candidate will:

- Lead the development, execution, and communication of research that reveals insights from key stakeholders and users to inform product and policy design;
- Collaborate effectively with other researchers to ensure an end-to-end scientific approach to understanding the needs, constraints, and preferences of the people that our partners aim to serve;
- Execute research through in-person and remote environments, including the ability to design surveys, recruit participants, and collect data using methods that are effective, engaging, and grounded in an ability to yield interpretable insights;
- Work closely with policy partners and strive to understand end-users from diverse backgrounds to develop science-driven policy innovation that solves the most critical policy challenges;
- Demonstrate clear, concise, and accessible communication skills through written and oral communication targeted;
- Work closely with engineering teams – at RIPL and as part of cross-sector partnerships – to develop methods and resources to support the transfer of findings from user research into actionable steps that inform new products and services;
- Be a good listener and ideator; listening to end-users, policy leaders, and team members from multiple disciplines; incorporating their feedback to deliver successful scientific solutions to policy challenges.

RIPL researchers may be based anywhere in the United States with travel necessary (estimated 10%) to RIPL offices and partner locations. Candidates must be legally authorized to work in the United States.

Qualifications:

- Demonstrable track record of designing and conducting research that connects the lived-experience of people to policy and technology solutions.
- Three or more years of direct work experience leading and designing user research in a social-impact role, preferably in a technology product or scientific research environment.
- Ability to translate data collected through mixed-methods into clear research communication; excellent oral and written communication skills as demonstrated through a research portfolio that combines qualitative and quantitative analysis accessible to interdisciplinary audiences of researchers, policymakers, and community organizers, and general audiences.
- Expertise with a variety of research methods, such as: concept testing, usability testing, survey design, observational fieldwork, workshops and focus groups, and remote studies.



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- Must be comfortable with statistics and regression analysis sufficient to design surveys and interpret responses and findings to present to diverse audiences.
- Expertise with tools needed for successful user research such as: UserTesting, UserZoom, Optimal Workshop, dscout, Qualtrics or similar; Experience in graphic design and visual presentation skills and tools such as Adobe InDesign, WordPress, or similar.
- Self-starter and enthusiastic team player, able to work with minimal supervision, but eager to collaborate to successfully deliver the benefits of multisector and interdisciplinary perspectives to deliver high-impact, innovative, findings and solutions.
- Ability to design and manage team research, and manage multiple research projects, to meet (potentially competing) deadlines and deliverables for real-world policy improvements in collaboration with project managers and engineering teams.
- Detail-oriented, quick-learner, optimistic, and collaborative, willing to roll up your sleeves alongside a start-up team.
- Have a passion for working with products and policies for underserved populations
- Mission-driven and passionate about using data, science, and technology to improve lives across The United States.

At RIPL, you'll develop a solid understanding of the technology, the power of scientific-grade research, how to productionize science for lasting impact, and how to navigate government partnerships to build lasting capacity for data-driven improvement as well as solving immediate policy needs. Our staff are located all over the country, but stay connected with online chat, regular coffee hours, and in-person time when travel is possible. As an organization, we value quality over quantity. To learn more about what we value, check out our [leadership values](#).

If interested please send:

- 1) Current CV
- 2) Cover letter
- 3) Online or offline portfolio of prior related work demonstrating expertise in user research outlined above.

to join@ripl.org with "User Researcher Application" in the subject line. We look forward to speaking with you!