



Design Research Team Lead, Innovation Hub

About the Innovation Hub

The Innovation Hub seeks to discover the University of Toronto campus story, with a particular focus on student experiences. Who are our students, and how is the world changing for them? The modern university community is diverse, including people from all over the world, with their own backgrounds, needs, personalities, and quirks. Understanding the stories of each person will help us design a more human-centered campus environment that works for all.

We work with partners from U of T, learning about their students, staff and faculty by leading group discussions, hosting interactive events, and interviewing with empathy. We then take this data to produce insights and design solutions to better meet their needs.

Working at the Innovation Hub

The Innovation Hub works because of the students who work here! The most important thing to us is your experience - and the experience you gain while working here. We seek to design with students, rather than for students. Working at the Innovation Hub, you will have the opportunity to join a cross-functional, cross-disciplinary team of passionate people. You'll learn valuable skills that can be applied across a variety of career contexts.

Important Job Details

This is a part-time job but requires an individual who is dedicated to the learning that it provides. Innovation Hub team members learn invaluable skills that translate into successful future career outcomes. The main benefit of this job is that you'll learn the skills that employers are looking for in a fast-paced environment and have a chance to practice them. Please ensure that you have time to dedicate to this role and a flexible schedule and the ability to meet competing deadlines and re-prioritize work.

Anti-Oppression Commitment

The Innovation Hub is committed to being equitable, anti-oppressive and to prioritizing the lived experiences of marginalized students. As such, any forms of discrimination will not be tolerated, including but not limited to racism, sexism, islamophobia, homophobia, transphobia, ableism, and anti-Semitism

Design Research Team Lead Job Description

The **Design Research Team Lead** takes full leadership over one of the Innovation Hub's design thinking research projects. All design research projects at the Innovation Hub have a goal to improve campus life, particularly for students. The Design Research Team Lead supervises a team of design researchers in all aspects of the project, including data collection, data analysis, report writing, and presentations, using empathy at every stage of the project. The Design Research Team Lead maintains the design research project plan and coaches the team toward completion.

Project Management

- Leads the team to carry out the project plan, meeting project deliverables, and communicating any project delays as appropriate
- Collaborates with project partners to ensure the plan meets their goals and communicates any changes

Data Collection

- Leads the team to carry out all data collection using the Innovation Hub's established practices in design thinking and qualitative research
- Works with the wider Innovation Hub team to develop participant recruitment plans and promotional materials
- Designs interview guides, event plans, and facilitation guides for data collection
- Guides the team to conduct empathy-based focus groups and interviews
- Ensures appropriate collection and storage of consent documents

Data Coding & Analysis

- Transcribes, de-identifies, anonymizes, and cleans completed interviews and observation notes
- Codes qualitative data in a qualitative research software program (Dedoose)
- Leads the team to identify and synergize themes and insights in the data through a complex critical thinking process

Reports & Presentations

- Leads the team in the writing and revisions of a compelling and impactful report of findings
- Responsible for ensuring all elements of the report and presentation are written clearly and concisely including themes and insights, personas, design principles, journey maps, etc.
- Develops an impactful and story-based presentation of insights based on the findings
- Leads the team to rehearse and deliver the final presentation of insights for the project partners

Administration & Project Management

- Participates as an active member of the Innovation Hub's Leadership team – attending weekly leadership meetings

- Actively participates as a member of the hiring team, with direct involvement to hire and train work study team members using established Innovation Hub materials
- Leads the team to carry out the project plan, meeting project deliverables, and communicating any project delays as appropriate
- Communicates regularly with project partners to provide updates and ensure the project plan meets their goals and communicates any changes

Must-Have Qualifications:

- Exceptional leadership skills, such as ability to motivate others, plan work and ensure the team meets tight deadlines
- Qualitative research skills in design-based ethnographic/empathy-based interviewing and observation, data analysis, insight-generation, and/or knowledge translation
- Strong grounding in principles of equity, diversity & inclusivity – ability to take an equity-based approach to leading teams and projects
- Project management skills, such as organizational skills, taking initiative in project timelines and planning while also budgeting time for feedback and iteration
- Experience managing tight and often competing deadlines and priorities
- Strong written & oral communications skills that can be compelling for various audiences,
- Prior experience coordinating multi-stakeholder projects
- Proficient in working on teams and integrating diverse perspectives
- Reliable, accountable, and able to be responsive based on project needs and expectations
- Desire to enhance the student experience at UofT

Assets

- Prior experience leading or participating in projects involving human centered design thinking
- Demonstrated experience with creating accessible events
- Experience with plain language writing – the ability to convey ideas succinctly

Learning Experiences

Here's a personal note to you, the applicant. In this role, you'll also learn how to be proactive and check in with your team members and keep them motivated. You'll learn how to look ahead at tasks and gain a proactive approach that allows you to take more initiative in the workplace. You'll learn how to convey complex data and ideas in a succinct and compelling way that inspires those in leadership towards action. You'll exercise your creativity and learn how to convey information differently for different audiences. You'll become skilled at leading and facilitating meetings (even if you think you're a shy person) and you'll gain an understanding of optimal workflows for maximum productivity. You'll learn that failure is a source of learning and become comfortable with not getting things right on the first try - an essential workplace skill. You'll start to see constructive feedback as a gift. You may already have some of these skills - and that's great - make sure to mention them in your cover letter. We look forward to your application.

Job Details

- Contract Length: 12 months from April – March
- Hours per week: 20 hours/week