



## Innovation Hub – Research Coordinator

### 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 people who work here! We seek to design *with* students, rather than *for* students. Working at the Innovation Hub is an opportunity to join a cross-functional, cross-disciplinary team of passionate people. Innovation Hub team members learn valuable skills that can be applied across various career contexts.

### 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

## Research Coordinator Job Duties:

Directly supporting the Innovation Hub Research Lead, the **Research Coordinator** takes a leadership role in all project-based research and the Innovation Hub research teams. The Research Coordinator also leads a small team of design researchers who work primarily on the Innovation Hub's quick feedback program. Finally, the Research Coordinator leads the community animation for the entire Innovation Hub team, ensuring a dynamic and fun workplace culture that celebrates success.

### Research:

- Works with the Research Lead to support Design Research Team Leads and their research team members in all phases of the research including conducting environmental scans, creating data collection guides, coordinating feedback sessions and consent, conducting data collection, data analysis, writing research reports and preparing research presentations
- Supports the Research Lead in the oversight of multiple design research project plans, supporting the teams to meet their deliverables
- Provides feedback and edits on all written research material directly to the teams and works with them to support revisions
- Alongside the Research Lead, ensures quality control of all materials including writing, layout, presentation, and communications messaging in all internal and external Innovation Hub material
- Supports the ongoing improvement of the Innovation Hub's design research process by developing new resources, workflows and materials as necessary
- Collaborates with the Team Leads and the Research Lead to ensure that all information required for research participant compensation is handled in a timely manner
- Directly manages a small design research team that works primarily on quick feedback opportunities for the university community

### Training & Programming Support:

- Supports the Research Lead in the delivery of the Innovation Hub training for the research teams and projects, including weekly teaching workshops, asynchronous training, and tailored team-specific training
- Assists in the delivery of any additional Design Thinking programs, workshops, or other programming
- Supports the Research Lead and the Senior Project Assistant community events and/or partner events or initiatives (as needed)

### Community Animation:

- Directly manages the Community Animation team who supports planning fun and educational team-building and skills-building events for the entire Innovation Hub team such as team takeover events, and group social events
- Leads the Community Animation team in creating a positive and fun culture at the Innovation Hub, designing regular engagement opportunities between team members both in-person and virtually
- Ensures the Community Animation Team gathers feedback regularly from the broader Innovation Hub team and prepares reports for the Innovation Hub Leadership team based on this feedback

### Event Planning:

- Supports the teams in all logistics planning for design research events and co-creation sessions
- Works with the Senior Project Assistant and Design Research Team Leads to monitor registration numbers for design research events and push promotions as needed

### Administration:

- Supports the Leadership team in hiring processes, workflows, and timelines
- With the Research Lead, supports the development of materials outside of the scope of design thinking projects, including presentations, professional development, or conference proposals
- Supports the Research Lead and Senior Project Assistant with managing the Innovation Hub's SharePoint system for file and document structures and organization and MS Teams for team communications, as well as the shared co-workspace

### Project Management

- Coordinates with the Manager, Innovation Projects and Senior Project Assistant and Research Lead on project timelines and needs and follows up with the teams as necessary
- Follows up with leadership team members on weekly needs, upcoming project deadlines, etc.

## Must-Have Qualifications:

- Bachelor's Degree or an acceptable equivalent combination of education and experience
- Minimum one year related experience in qualitative research or design thinking, including experience leading research teams
- A self-starter who takes initiative and is not afraid to fail early to succeed more quickly
- A strong leader with demonstrated leadership experience with diverse populations, including direct management of a team and experience coaching team members
- Demonstratable time-management skills and desire to work in a fast-paced, entrepreneurial environment balancing multiple projects
- Ability to interact with multiple stakeholders, work with a team, make routine decisions, and respond to basic inquiries
- Project management, ability to manage conflicting priorities and deadlines
- Computer skills: Outlook, PowerPoint, Word, Excel, TEAMS, SharePoint, MIRO, MURAL, ZOOM
- Experience coding qualitative data in a qualitative research software (e.g. Dedoose)
- Exceptional writing skills including plain-language writing
- Demonstrated oral communication and presentation skills with diverse audiences
- Excellent interpersonal, organizational, conflict mediation, troubleshooting, and problem-solving skills.
- Strong grounding in principles of equity, diversity & inclusivity – ability to take an equity-based approach to leading teams and projects
- Event planning skills: coordinating event plans, collaborating with event partners

## Learning Experiences

Here's a personal note to you, the job 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: 30 hours (9:00am – 4:00pm Monday – Friday with a 1-hour unpaid lunch)