Innovation Hub – Research Lead

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 Lead Job Duties:

Directly supporting the Manager, Innovation Projects, the Research Lead takes a leadership role in all design research activities and supports strategic and operational planning for the Innovation Hub. The Research Lead supports all design research projects; creating and carrying out training for team members, meeting with project partners, ensuring project milestones are met, and presenting the work to partners and within the broader University of Toronto community. The Research Lead also maintains the Innovation Hub's design research process documentation, ensuring that all Innovation Hub practices and procedures meet excellent standards.

Research:

- Directly manages the Research Coordinator, Design Research Team Leads, and the Qualitative Data Archivist Team Lead
- Manages all research activities, research data and research process documentation for the Innovation Hub
- Works with the Senior Project Assistant and the Digital Communications Coordinator to support the research process
- Oversees deliverables and timelines of research-related work, including research reports and presentations
- Responsible for all feedback and edits on written research material – ensuring the final drafts are ready on or before the deadline
- Ensures quality control of all materials, including writing, layout, presentation, and communication messaging in all internal and external Innovation Hub material
- Manages all Innovation Hub data, ensuring that consent and data storage standards are met
- Manages the qualitative data archival process (using Dedoose)
- Develops new resources and workflows for research processes and materials
- Supports the Manager, Innovation Projects in any additional non-project related research requests

Training & Design Thinking Programming:

- Takes a lead role in all Innovation Hub curriculum development and the *Your Learning Journey* skills development and coaching model for Innovation Hub student team members
- Develops and delivers the Innovation Hub training for the research teams and projects, including weekly teaching materials, asynchronous training, and tailored team-specific training resources
- Develops and delivers any additional Design Thinking programs, workshops, or other programming, including but not limited to the Design Thinking Experience Program

Supporting Student Teams & Workplace Support
- Works with the Senior Project Assistant to manage the Innovation Hub's SharePoint system for file and document structures and organization and MS Teams for team communications
- Supports the Design Research Team Leads and the Qualitative Data Archivist Team Lead in supervising their work-study team members
- Supports community events and/or partner events or initiatives (as needed)

Administration
- Supports hiring processes, workflows, and timelines
- Develops materials outside of the scope of design thinking projects, including presentations, professional development, or conference proposals

Project Management
- Works directly with the Senior Project Assistant to develop, maintain and oversee the project plans for research projects at the Innovation Hub, adjusting timelines as necessary
- Coordinates with the Manager, Innovation Projects and Senior Project Assistant on project timelines & needs
- Manages research-related project tasks to ensure deadlines are met

Strategic Development
- Develops proposals and project plans for design research related to Innovation Hub initiatives and carries these projects out with the support of the leadership team
- Engages in strategic conversations to support the growth of the Innovation Hub, providing feedback/insight from a research perspective

Must-Have Qualifications:

- Bachelor's Degree or an acceptable equivalent combination of education and experience
- Minimum three years of 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
- Working knowledge of student development and other related theories. Familiar with experiential learning strategies including experiential program design, reflection, and assessment
- Demonstrable 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.

Job Details

- Contract Length: 15 months from April – June
- Hours per week: 40 hours (8:00am – 5:00pm Monday – Friday with a 1-hour unpaid lunch)