

## HEATHER BRAMWELL



**Job:** Trainee User Researcher

**Company:** Department for Education

I'm currently in training to become a User Researcher. This involves conducting research through various methods with users of a product/service, along with research to find out more about specific user groups who may need a service which doesn't exist yet. This also involves writing discussion guides, analysing findings, writing insights + user needs, creating slide decks, and presenting research.

Empathetic

Passionate

Driven

**The skills I use most in my job...**Analysis

- Research

- Active Listening + being empathetic
- Slide Design
- Writing - discussion guides, reports, you name it!

**The most interesting thing I've worked on in my career so far...**The internship I completed with the Richardson Institute at my university was one of the best experiences I've had. We were tasked with assessing a programme which taught English to refugees in Doncaster. This involved designing and conducting interviews with the students and teachers, along with joining in on the classes. We were able to create recommendations from the findings which would have a real impact on improving the quality of teaching.

**What inspired me into digital and tech...**My sister! She's also a User Researcher, and hearing her speak so passionately about the work she was doing made me realise that I'd love a job in Digital too. I was working for a Software company previously, which introduced me to digital and tech, but working at the Department for Education has provided me with a mind blowing amount of opportunities for development in the digital field.

**My educational background is...**I studied History and Politics at University and graduated with a First Class Degree. It was during my degree that I found User Research through an internship with the Richardson Institute, our project was to assess a programme which taught English to refugees. I developed these skills further as a Digital Document Writer for a private company, but wanted more space for development and to pursue User Research as a career.

**What advice I'd give to girls thinking about a career in digital and tech...**Do NOT let the imposter syndrome win, or anyone else say you can't do it/you're not good enough. I never thought as a History and Politics graduate having to work at Pizza Express that I'd ever be working in Department for Education Digital as a User Researcher (I hadn't even heard of the job role!). I love what I do currently, and there is a place for everyone in digital and tech.