RE_IMAGINE YOUR FUTURE
Senior User Researcher
Dublin, Ireland

Munich Re is one of the world's largest reinsurers providing solutions for complex risks to 40 million clients in over 30 countries.

Munich Re Automation Solutions are the market leader in providing new business processing and underwriting automation solutions to the life insurance industry. The Automation Solutions division of Munich Re delivers exceptional solution-based expertise that enables straight through processing (STP), increases sales and reduces costs for life insurers worldwide.

Munich Re Automation Solutions have enabled STP and "instant issue" for insurers and banks globally, who are now able to auto-assess the majority of new applications at the point of sale for a variety of life insurance products across the full spectrum of distribution channels. This has been accompanied by a significant reduction in new business acquisition costs.

Headquartered in Dublin Ireland, the Automation Solutions division of Munich Re also has offices in Sydney, Tokyo, Singapore and Chicago.

About the role

An exciting new opportunity to be part of a newly forming team to work on a cutting-edge greenfield project within Munich Re! You will join small autonomous teams to deliver SaaS solutions that create exceptional value for our customers.

Teams in Munich Re are typically comprised of a User Researcher, UX Designer and several developers working with an Architect and Product Owner. The teams are kept small to eliminate scale challenges and communication overhead. This also allows you to be deeply user research and product focused as well as spending time helping lead the user research function.

You and the team will research, design and build innovative solutions to challenging problems that empower Munich Re's customers to reach new levels of success. You will use your experience to run qualitative and quantitative research studies to uncover valuable insights across that will help inform product and design decisions. You will maintain a high bar for quality as you work with Product Management and Engineering to help conceive, design, and develop world-class products. You will use your knowledge and expertise to multiply the overall output of the team.

What you will work on

- Define and execute on a consistent and engaging user research and design strategy
- Lead the entire user research challenge for the topics that you work on
- Plan and conduct surveys, on-site / remote interviews, diary studies, usability tests, user journey mapping, personas and other research methods
- Plan and implement processes and tools to aggregate and store user research data making it useful and accessible across the organisation
- Analyse and synthesise data sets gathered from research
- Prepare and present key research findings and actionable recommendations to help everyone focus on user needs
- Collaborate with the rest of the team in Product, Design and Engineering to identify opportunities to leverage user research insights
- Lead research thought leadership within the company
- Positively influence teams with motivation and a problem-solving attitude
- Occasionally travel when needed
- Learn and grow constantly. Feed your passion for self-improvement and make those around you better

What we are looking for

- A user research portfolio of previous work that users love
- An excellent understanding of knowing when and how to apply different user research methods
- A strong understanding of qualitative and quantitative user research methods
- Hands-on and passionate about contributing to research, experimentation and visual design processes
- Experience working in a complex business domain
- Up to date on user research trends
- Excellent communication skills to articulate, present, and speak clearly about user research concepts, methods and studies
- Experience with agile product development practices and principles
- Highly organized and thrive in rapid-paced environments
- Ability to manage multiple projects simultaneously, with demonstrated success working within complex, fast-paced environments
- Strong mentorship with a passion for growing research and design teams, sharing knowledge and improving others

Learn more at: www.munichre.com/automation-solutions

Want to apply ?
please send your CV and cover letter to **careers@munichre.digital**

NOT IF, BUT HOW

Munich RE