

BEHAVIOURAL CHANGE DESIGNER (CUSTOMER FACING)

LONDON WITH UK TRAVEL

MUDANO
WASTE LESS. DO MORE.

We are determined to transform a wasteful industry

An industry that's stuck in its ways. We only work with people as ambitious and driven as we are. At Mudano there's no time to kick back, stick your feet up and look out of the window. We're on a mission to transform an entire industry. It's a big challenge. But what doesn't challenge you, doesn't change you. People with this drive and fire are our life blood. They aspire to do and be more. That's why our acceptance rate is even tougher than Harvard. We only want the best, and people who believe in values that will realise a vision.

Our people. Our practitioners. Focused on project efficiency and business value delivery. Passionate about removing bias and guesswork and replacing it with informed, insight-driven decision-making.

Build on what you can do. Realise the potential you have.

We work with financial services companies to transform not just the way they use their data, but their entire relationship with data. You will work with clients to help them understand the nature of their relationship with data and the changing experience of work, with a focus on the practical application of changing behaviours. You will help answering questions like: How can organisations integrate analytics and data into the experience of work in their unique context? How do we help people adopt data and analytics solutions to make better decisions? What are people's motivations, attitudes and barriers towards data and its value in relation to their work?

Job description and duties:

- / Collaborating to solve complex problems working closely with varied skill-sets, such as project managers, analysts, developers, data scientists and designers
- / Define and assess the behaviours required to enable the success of the data strategy and enable the adoption of data analytics tools and solutions
- / Developing research methodologies, designing workshops and facilitating large groups as part of a design process
- / Defining the challenges faced by the organisation in utilising data and insight, whilst understanding and identifying explanations for the underlying patterns of behaviours that contribute and can be changed
- / Leading the co-design and implementation of experiments focused on behavioural change, with the potential to scale and embed solutions and processes if successful
- / Identifying the emergence of new patterns of behaviour within the organisation over-time

Key skills and experience:

- / A deep understanding of applied behavioural insights from fields such as behavioural science, psychology and organisational development
- / A data-driven approach to designing experiments and analysing data, with an excellent ability to communicate results to a diverse stakeholder group
- / Ability to design and test new experiences which trigger behavioural change in the context of work
- / Application of human-centred design principles to understand challenges, designing and prototyping behaviour change initiatives
- / Comfortable and experienced working in ambiguous/complex environments, with a solid understanding of systems thinking, constraints and culture
- / Ability to engage energised groups of people, create trust and communicate the stories required to generate traction for behavioural and cultural change in a large organisation



Behaviours that will move frontiers



Imagine with intelligence

We're a data company that is doing things nobody has done before. That takes sharp and agile minds. Minds that can make the leap from the known to the unknown; that questions what's possible. Think from first principles and dare to go somewhere new.



Enjoy uncomfortable

Transforming an entire industry requires desire, energy, perseverance and a restlessness to push the boundaries of what's possible. While challenging the status quo can be scary, the results are worth it.



Be clever and concise

We move fast. To keep momentum, we need to simplify challenges into concise statements and efficient dialogues.



Apply ethics

We work in a transparent manner. If we finish a project ahead of time, we'll call time on our fees that day. In an industry used to wasting millions, it takes many clients by shock.



Be your authentic self

We don't want clones. We want knowledge-age thinking. It doesn't matter if you prefer suits or jeans, if you hold a baby or a briefcase. You'll only be the best version of yourself when you are yourself.



Science eats opinion

Apply a little science; get a different result. A better result. Find the data and run your own experiments. That's the Mudano way.

Farewell to the mundane

Mudano is a collective of unique individuals but with a common set of beliefs, behaviours and values. Culture is how we work together. Easy to experience, harder to pin down and define in words. It is inclusive and it is diverse. Our benefits and policies are designed for each person to integrate their work and life in a way that is right for them, as well as provide extensive support for career development, whatever that path may be.

Want more flexibility? Talk to us and we'll see if together we can build a better business world.

Benefits and compensation

- / Generous personal training budget for your professional development
- / Comprehensive coaching programme
- / Monthly book allowance
- / Comprehensive benefit package including private medical, wellbeing cover, and group life insurance
- / 24-hour counselling
- / Good work/life balance
- / Salary depending on experience
- / 25 days' annual leave plus bank holidays
- / Pension scheme with 3% employer contribution
- / Monthly socials
- / Discounted gym membership
- / Thursday social hours, networking, and unlimited tea/coffee and fruit