**JOB DESCRIPTION AND PERSON SPECIFICATION**

**Job Title:** Junior User Experience (UX) Designer

**Accountable to:** User Experience (UX) Designer

**Contract Length:** Permanent

**Hours per week/FTE:** 35   **Weeks per year:** 52   **Salary:** £30,777 - £37,468 per annum

**Grade:** 3

**College/Service:** Digital & Technology Group          **Location:** High Holborn

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**Purpose of role**

As Junior User Experience (UX) Designer, you will support the UX Designer to deliver the best possible experience for the users of UAL's digital channels, making them as straightforward to use as possible.

As part of the Digital & Technology Group, you will be working within a UX team (Designer and researchers) and alongside developers and content editors in the Digital Team to deliver an excellent user experience across UAL's core digital channels. Channels managed by the Digital Team include the UAL website, Portfolio, Graduate Showcase, and the staff digital workspace. You will also be working closely with the Brand Team to ensure that UX improvements continue to build on our existing pattern library and are reflective of our brand values.

You'll have proven creative talent and abilities in user experience, interaction design and user-centred design principles to create consistent insight driven experiences that engage our users.

**Duties and responsibilities**

1.      Assist the UX Designer to provide support for the UX direction for UAL's core digital channels based on analytics and user behaviours.

2.      Production of wireframes and user interfaces to be developed across the University's digital channels.

3.      Assist in the ongoing development of the UAL pattern library (working with the UX Designer, and the Design Lead in the Brand Team).

4.      Working with colleagues in the UX team to conduct user research with groups of users (predominantly prospective students, current students, and members of staff) through focus groups, 1-2-1 user testing sessions and guerrilla user testing.

5.      Support the provision of sufficient and detailed documentation of UX behaviours and designs to the digital development team.

6.      Assist the UX Designer to provide support in defining the information architecture and user experience of the University web environment. Producing UX solutions for identified problems on our digital channels, including third party web-based systems.

7.      Assist in providing online experiences which are interactive and useful to our audiences. Reviewing and amending existing digital channel UX patterns when needed.

8.      Create experience documents including: site maps, user journey maps, logic flows, wireframes and prototypes.

9.      Maintain keen interest in global UX developments and contribute ideas for ongoing user experience development of the University's digital environment.

10.      Assume other reasonable duties, as necessary, as determined by the Assistant Head of Online Services.

11.      Undertake health and safety duties and responsibilities appropriate to the post.

12.      Have a commitment to the University's Equal Opportunities Policy, together with an

HERA Role Code: 001746

Signed <u>John Edwards</u>          Date of last review     <u>March 2022</u>

   (Recruiting Manager)

**Job Title:** Junior UX Designer          **Grade:** 3

| Person Specification | |
|---|---|
| Specialist Knowledge/ Qualifications | Relevant qualification, e.g. Degree or equivalent level of relevant UX experience |
| | Experience working in a fast-paced digital environment |
| | Knowledge and application of WCAG 2.1 accessibility guidance |
| | Appropriate IT skills to enable best use of available information and software as necessary for the post: Figma/FigJam, Adobe XD, Flow Mapp, Miro, Hotjar, Userbrain |
| Relevant Experience | Working in an Agile Development Environment |
| | Using enterprise content management systems |
| | Creating wireframes and prototypes to meet needs of business partners |
| | Interface design, layout, and typography |
| | Interrogation of Google Analytics, user testing, and usability analysis |
| | Supporting the design of complex transactional interfaces |
| | Working with teams of researchers, designers, content specialists and developers |
| Communication Skills | Ability to communicate clearly and persuasively, explaining complicated matters simply, tailoring delivery methods/media to suit the audience's needs and understanding |
| | Ability to ensure that accurate information is passed onto the most appropriate people in a timely fashion to improve working practices |
| | Ability to adapt services and systems to meet customers' needs and identify ways of improving standards and actively promoting the service |
| Planning and Managing Resources | Ensure that time is used effectively, planning and continually reviewing progress to improve efficiency and to ensure that work is completed in line with team objectives |
| Teamwork | Works collaboratively in a team and where appropriate across or with different professional groups |

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| Professional practice | Builds and maintains positive relationships with internal and external customers |
| | Puts the customer experience at the centre of everything delivered |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve problems |
| | Ability to analyse problems to identify their cause, considering all possible solutions to identify those which offer wider benefits |

The application form sets out a number of competence questions related to these selection criteria. **Shortlisting will be based on your responses to these questions**

Last updated: March 2022