YOUR NEW ROLE AT THE TRUST

JOB TITLE:	**UX Designer**	**PAY BAND:**
FUNCTION:	Technology	Support Delivering **Specialist/Managerial** Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Product & Technology team develops and improves digital products and services that help young people access support, opportunities, and learning.	

WHERE YOU WILL FIT

CEO	Chief Technology and Programmes Officer	Head of Design & Digital	**UX Designer**

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

This role helps ensure our digital products are easy to use, accessible and effective. By understanding user needs and improving digital experiences, the role supports more young people to engage with opportunities and achieve positive outcomes.

WHAT WILL YOU DO?

- Conduct user research and usability testing to understand user needs and challenges.
- Create user journeys, wireframes, and prototypes for new and improved experiences.
- Work with Product Managers and Engineers to design user-centred solutions.
- Use research, feedback, and analytics to identify opportunities for improvement.
- Support discovery activities for new features, products, and services.
- Champion accessibility and inclusive design principles across digital products.
- Facilitate workshops and design sessions with colleagues and stakeholders.
- Contribute to a consistent experience across MyKT and related services.
- Translate user needs into clear design recommendations and solutions.
- Support continuous improvement by evaluating and refining existing journeys.
- Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
User research and usability testing techniques.	You will gather insights from users to inform product decisions.
Creating wireframes, user flows and prototypes.	You will design and test solutions before development begins.
Accessibility and user-centred design principles.	You will ensure products are inclusive and easy to use.
Proficiency with Figma or similar design tools.	You will create and communicate designs effectively.
Analysing user feedback and research findings.	You will identify opportunities to improve experiences.
Experience	**Why do we need this?**
Designing digital products or services.	You will help improve the King's Trust's digital products and support and validate new initiatives
Supporting products from discovery through launch.	You will contribute throughout the product lifecycle.

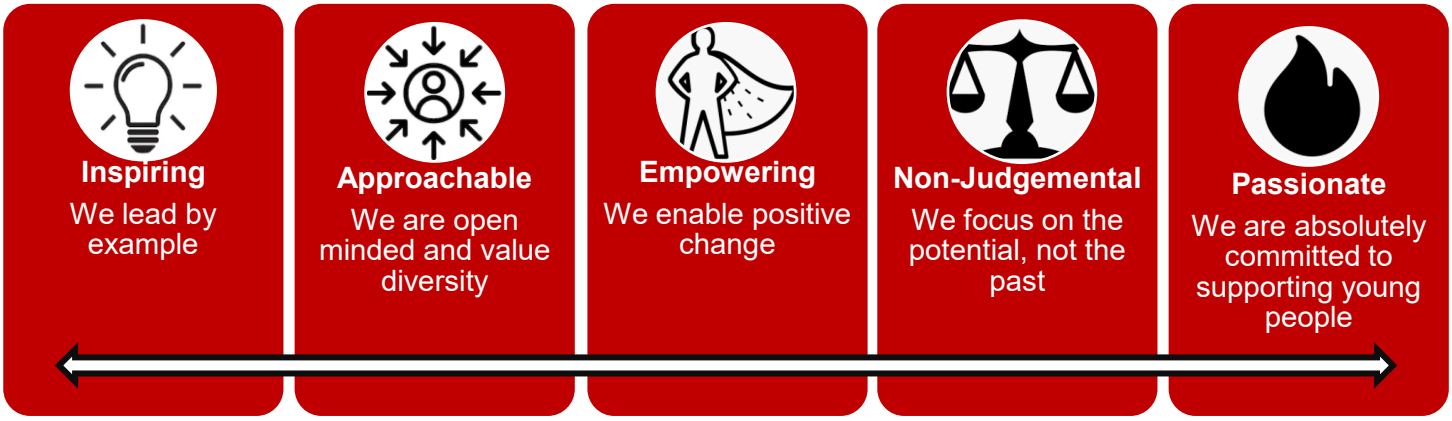
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Working in a charity, membership, or public service organisation.	Helps you understand our users and context more quickly.
Conducting remote user research.	You will engage users across locations and audiences.
Working on self-service or member platforms.	Supports the continued evolution of MyKT
Skills & Knowledge	**Why do we need this?**
Knowledge of service design approaches.	Helps you understand end-to-end user journeys.
Familiarity with analytics and user behaviour data.	You will combine research insights with evidence.
Understanding of agile product development.	You will work effectively within our delivery approach, comfortable working within sprints and tools such as Jira.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, click here.

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through a passion for what we do You keep young people and our end goal in mind You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values	You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance your own development and build expertise You role model a positive and constructive approach to giving & receiving feedback You support others in adapting to change	You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathise with others to understand the root of situations before responding	You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions	You translate The Trust's long-term vision and strategy into actionable plans & targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.