User Experience (UX) Designer

The National Lottery Community Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

User Experience (UX) Designer

Our managers

As a manager at the Fund, whatever your specialism, you will proactively lead and manage either a team of people or an area of work, or both. You'll be accountable for high levels of performance, setting the standard for others to follow, putting our customers first and supporting our shared mind-set to achieve our strategic objectives.

Your people management skills will be brought to the fore and your ability to nurture, coach, inspire and empower people will be strong, supporting a constructive and positive working environment. Your project management skills will be equally solid, with an ability to delegate when necessary, and your decision-making will be informed by robust analysis and critical assessment. Through effective stakeholder engagement and management, you will deliver excellent customer service and use feedback to improve what we do whilst also drawing on your own learning and experience.

Your role

In this particular role, you'll be discovering user needs, analysing those, and sharing conclusions with colleagues as well as designing user experiences and user interfaces for both testing and live deployment, using techniques that vary from sketching on paper to 'sketching in code'. You will also build digital design assets ready for use by a developer.

Planning, designing, and conducting in-house usability testing sessions to support the design and development of Fund services will be integral to the role. As well as, conducting in-house research to test new product and concept developments (including user requirements gathering and early stage concept and prototype testing, guerrilla research, and other approaches to ensuring the user need is fully understood in the service design).

You'll be working with colleagues to devise appropriate research strategies to generate focused insights and to convert concepts into high quality stimulus material. In addition, working closely with colleagues to turn user data into actionable product/service requirements that feed into prototype development, and influence product direction.

You will deliver designs that meet web standards, ensuring that key elements are built in from the outset as well as contributing to the development and continual enhancement of products.

Partnering with colleagues to facilitate a consistent user experience, building relationships, and working effectively with external providers, for example user testing and user experience

professionals as well as promoting user centred design principles and best practice within the Fund as all required in the role.

Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Your experience

As a manager, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field. Either way, you'll need to demonstrate your experience and qualifications in these areas:

- Designing interactions professionally for the web and mobile
- Building operational front-end HTML and JavaScript assets ready for deployment by a developer
- Experience of contributing to the development and continual enhancement of digital products or services
- Gathering user requirements for web-based services using modern methods
- Running user testing to improve decision-making

Desirable, but not essential:

- Experience of working with colleagues to devise appropriate research strategies to generate focused insights and to convert concepts into high quality stimulus material
- Experience of working closely with colleagues to turn user data into actionable product/service requirements that feed into prototype development, and influence product direction
- Experience of delivering designs that meet web standards, ensuring that key elements are built in from the outset
- Building relationships and working effectively with external providers, for example user testing and user experience professionals.
- Designing, scripting and analysing ad-hoc quantitative surveys
- Experience presenting work at user groups and conferences
- Experience of working with JavaScript libraries to produce data visualizations
- An ability to communicate design and research concepts to a non-technical audience

You will be able to

LEADERSHIP & MANAGEMENT

- Engage with colleagues and stakeholders to generate commitment to goals and ensure delivery
- Be a flexible and confident manager who role models the Fund's vision and principles every day
- Identify individual and team strengths, addressing development requirements to deliver objectives

- Develop a positive working environment that supports others to be engaged and feel empowered to succeed

BUILDING GREAT RELATIONSHIPS

- Build positive relationships and networks inside and outside the Fund to support delivery of objectives
- Demonstrate advanced communication skills including networking, negotiating, and presenting to a range of audiences
- Question and listen to understand customer and stakeholder needs, identifying common themes which support your decisions and actions

PERSONAL RESPONSIBILITY

- Prioritise and role model continuous learning and self-development, seeking out feedback to improve own and team performance
- Remain confident and calm under pressure, and have a positive influence on others during times of change
- Actively seek out work and challenge and drive the delivery of own and team objectives, supporting and encouraging others to do the same

DELIVERY

- Readily share learning, insight, skills and resources to support business activities
- Use technology to create a better service for customers and stakeholders
- Gather, analyse and interpret data and information to inform decisions about your own work and the work of the team
- Understand and interpret the internal and external context when managing and planning business activities
- Monitor governance arrangements, providing solutions to risks and issues and ensuring lessons are learned for future work

Our mindset

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things
- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning
- I want to make the Fund a great place to work

Your job family is	Corporate Services	Your directorate is	Engagement and Insight
Your mode of working is	Office based	Your role template is	Manager