

User Experience (UX) Design Manager

Job Ref: REQ231341

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Management and Specialist Grade 6

Job Purpose

Lead on the design of new user centric and intuitive digital experiences for the University's website and other digital channels and use insight and research to continually improve established website experiences.

Carry out user research to gather requirements, create briefs and proposals for new web projects, conduct usability testing and document best practice.

Work closely with digital designers, front-end developers and content designers create engaging, well thought out and forward-looking website experiences for a broad range of audiences and needs.

Job Duties

- Champion a user-centric approach to the development of the University's website and take the lead on communicating and embedding those principles in all website projects.
- Work with the content governance team to manage requests for new web projects, prioritising in line with the University's strategic plans.
- Continually evaluate the effectiveness of the University's website to ensure it fully meets user needs and create proposals for development as part of a continuous improvement approach.
- Plan and carry out research to identify user needs and requirements through a range of methods including workshops, interviews, focus groups and usability testing.
- Translate research into project proposals and illustrate UX design ideas through information architecture, storyboarding, mock-ups and prototypes.
- Write clear briefs for new website experience projects and collaborate on project management using industry standard tools.
- Work with digital designers and front-end developers to build user-centric web experiences.
- Design and support in the delivery of training sessions for publishers and other stakeholders designed to increase understanding of user experience.

- Be creative and innovative, keeping pace with new trends and techniques, making recommendations where appropriate and seeking out opportunities to network and attending relevant conferences and events.
- Be a champion for equity, diversity, and inclusion, supporting the University's commitment to creating an inclusive, fair, and respectful culture.
- Undertake any other duties appropriate to the post as may be required.

Personal Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Area	Essential Criteria	Stage
Experience	Significant experience in designing user experiences for websites and other digital channels with a strong portfolio of work.	1,2,3
	Significant experience in carrying out user research to identify user needs and requirements and using that research to inform development outcomes.	1,2,3
	Experience of illustrating design and development ideas through storyboarding, wireframes, mock-ups, and prototypes.	1,2,3
	Experience writing clear and actionable proposals and project briefs.	1,2,3
	Experience of using data to support decision making.	1,3
Skills and abilities	Exceptional understanding of online user experience and digital best practice.	1,2,3
	Demonstrate a passion for creating excellent user experience and commitment to continuous improvement.	1,3
	Excellent communication, presentational and written skills.	1,3
	Excellent planning and organisational skills.	1,3
	Ability to write reports and present data in a clear and easily understandable format.	1,2,3
	Demonstrate the ability to prioritise workload, use initiative, manage deadlines and work effectively individually and as part of a team.	1,3

	Ability to use research to create user journeys and map out through clear information architecture.	1,3
	Use of wireframing and prototyping software e.g. Balsamiq, Adobe XD, Figma, Sketch, Invision.	1,2,3
	Using analytics platforms e.g. Google Analytics, to inform and support user research.	1,3
	Use of project management software to manage large and complex projects.	1,3
	Demonstrate the ability to communication complex information to non-technical audiences.	1,3
	An excellent understanding of accessibility and web standards.	1,3
	Excellent attention to detail.	1,3
Training	Demonstrate evidence of undertaking further training.	1,3
	Demonstrate a passion for all things digital and a strong commitment to maintaining up-to-date knowledge of emerging web and digital technologies.	1,3
Qualifications	Educated to degree level or equivalent.	1
Other	Flexibility to work out of hours as required.	1,3
	Commitment to observing the University's Equity, Diversity and Inclusion policy at all times.	1,3

Area	Desirable Criteria	Stage
Experience	Experience of working in higher education.	1
	Experience of using content management systems	1
Skills and abilities	Knowledge of HTML, CSS, JavaScript	1
Qualifications	Relevant professional qualifications	1

Organisational Responsibility

This role reports to the Web and Digital Manager.

Conditions of Service

The position is Full Time and open-ended. Salary will be on Management and Specialist Grade 6, £33,966 - £44,263 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#)

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>