It starts with community

The National Lottery Fund
Role Profile

CRONFA
GYMUNEDOL
COMMUNITY
FUND

User Experience (UX) Designer

Directorate: Funding, Strategy, Communication & Impact

Department: Service Design

Role/Competency level: Level 3

Reports to: Funding Product Owner (GMS)

Role Profile: User Experience (UX) Designer

Role purpose

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.

Role Profile: User Experience (UX) Designer

Key responsibilities

- Design user experiences and user interfaces
- Build digital design assets (ready for developer use)
- Plan, design and conduct in-house usability testing sessions
- Research testing of new products and concept developments
- Collaborate on development of research strategies
- Collaborate to facilitate a consistent user experience, build external supplier relationships and promote user centred design
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation & the Welsh Language Standards of the Fund is required.

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Role Profile: User Experience (UX) Designer

Knowledge, skills and experience

- 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:

- 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

Role Profile: User Experience (UX) Designer

Role competencies: Level 3

- **Strategic direction**
  Understands and communicates how own work and work of the team, supports wider objectives and meets the diverse needs of stakeholders. Aligns own actions with directorate and organisational goals.

- **Leading our culture**
  Recognises and values individual contributions and puts in place support for well-being of individuals within the team, including consideration of own needs.

- **Working together**
  Designs team processes to remove silos and nurture a culture of mutual support, driving higher performance across interconnected teams. Adjusts personal work styles and practices accordingly.

- **Delivering quality results**
  Clearly communicates desired results and ensures individuals are supported and feel motivated to achieve what is expected.

- **Diligence and control**
  Manages teams and own duties in line with set expectations and policy and/or regulatory considerations. Ensures corrective action is taken where necessary.

- **Developing self and other**
  Takes time for own personal and professional development as well as supporting development needs of team members. Ensures self and team members have a Personal Development Plan to help achieve goals.

Our Values

We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.

We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.

We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.

We are adaptable

We welcome and embrace new ideas and ways of working.

We are compassionate

We work with care consideration and humility.