



Job description

User Experience Lead

15 November 2018

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

We operate a range of websites and other systems on multiple platforms with an international audience. We manage the development of them using an agile methodology to maximise the timely delivery of business value.

Reporting line

The role reports to the VP Digital Systems.

Job purpose

The User Experience Lead will be responsible for developing and continuously improving a user centred approach to web and software product development by working with multi-disciplinary teams including product owners, developers, testers, designers, user experience analysts, business subject matter experts and other stakeholders. The jobholder will also be expected to source and manage other UX contributors as necessary.

Key accountabilities and duties

Role and responsibilities

- Research and insight
 - Champion user centred, mobile first UXD across all INTO digital projects
 - Carry out research with our users to understand their needs and behaviours
 - Combine direct research with site analytics and usage tools to gain and share insight

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- Conduct stakeholder workshops to align business and user needs and develop solutions
 - Work with Product Owners to define and maintain product roadmaps
- UX design
 - Identify optimal user experiences and create artefacts to deliver them – personas, user journeys, wireframes, storyboards, sitemaps, content structures, etc
 - Establish a design system for the INTO product family
 - Engage and manage other UX specialists as necessary to meet workload
 - Monitor industry developments and ensure INTO uses best practice in UX process & delivery
 - Provide UX guidance and mentor design teams
- Testing
 - Ensure an adequate testing process is in place to validate product development
 - Test designs at wireframe, prototype and beta stages and feedback to developers
 - Collect & report on user feedback on live products to allow iterative improvements

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

| | Essential | Desirable |
|--|---|---|
| Legal Status | <ul style="list-style-type: none"> Must be eligible to work in UK | |
| <ul style="list-style-type: none"> Education/Qualifications | <ul style="list-style-type: none"> Ideally hold a degree or equivalent in Cognitive, Experimental or Industrial Psychology, Interaction Design, Human Factors or Human Computer Interaction, or demonstrate the relevant experience | <ul style="list-style-type: none"> Hold a master's degree or equivalent in Cognitive, Experimental or Industrial Psychology, Interaction Design, Human Factors or Human Computer Interaction or equivalent |
| <ul style="list-style-type: none"> Experience/skills | <ul style="list-style-type: none"> 3+ years of experience in a senior UX role Portfolio of solutions showing a user-led approach building successful digital products Knowledge of current tools that support UX work Aware of good practice in user research techniques, achieving accessibility, information architecture, Excellent verbal and written communications skills. Experience working in agile development environments Detail focused | <ul style="list-style-type: none"> Management experience in a matrix environment Previous work on localised products for international markets History of working with multiple stakeholders and managing conflicting requirements |