Job description

Job title: Digital UX/ UI Designer
Level: Manchester IT Level 4
Directorate: Resources
Section: Information Systems
Location: Manchester
Reporting to: Digital Product Manager

Job purpose

You will be working within a growing digital team helping the GMC transform its digital services through the introduction of a number of important web sites and applications that are both public-facing and internal. Our goal is to deliver high quality, intuitive digital experiences and you will be instrumental to making that happen.

In close collaboration with the Digital Product Manager, the UX/UI Designer will help to deliver an improved customer experience and drive business value whilst supporting Doctors throughout their careers. This role will play a key part establishing and understanding the needs of the users and working with various areas of the business to help shape solutions that fulfils those needs and deliver significant and measurable improvements.

Main responsibilities

1. Champion and adopt a user-centred design approach that balances business goals and constraints, pragmatically delivering the best user experience possible.

2. Facilitate workshops to identify user and business requirements.

3. Translate requirements into wireframes, prototypes, user journeys and design. Designing digital products that solve user problems and deliver the goals of the GMC

4. Use evidence and insight to support design decisions.
5. Organise and deliver guerilla user testing sessions to ensure customers are integral to the design process.

6. Establish mobile and desktop UX UI patterns for both internal and external customers and apply them across the range of products.

7. Help define information architecture and produce UX and UI solutions for identified problems and pain points in the user experience.

8. Contribute design expertise, producing sketches, ideas and designs creating solutions that work across multiple screens.


10. Work with the development team, defining and describing the finer details of the product.

11. Familiar with the challenges of delivering UX in an agile environment.

12. Apply the relevant management systems, procedures and policies relating to risk management, health and safety, information security and business continuity.

13. Any other reasonable duties as may be assigned from time to time.

June 2019
Key skills

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Key skill 1 - technical knowledge and skills

a Expertise in UX design, wire framing, prototyping and mapping user journeys.

b A solid grasp of user-centred design, and of planning and executing user research, user testing, A/B testing, and data analysis.

c Expertise in workshop skills to support requirements gathering and idea generation.

d Expert knowledge of prototyping and design tools such as Axure, Invision.

e Significant, up to date knowledge of best practice in usability and web accessibility.

f Experience of working in an Agile Scrum development environment.

g A working knowledge of HTML, CSS and Javascript.

Key skill 2 - communication skills

h Ability to successfully communicate verbally and in face to face situations with key stakeholders to establish their needs and requirements.

i Ability to clearly and effectively communicate design processes, ideas, and solutions to colleagues across the organisation.

j Proven ability to present complex information to different audiences.
Key skill 3 - interpersonal skills

k Excellent interpersonal skills and ability to manage considerable interaction with stakeholders at all levels in a complex organisation, key stakeholder groups and users of all types.

l Ability to work effectively in a team setting including synthesizing abstract ideas into concrete and understandable design implications.

m Strong influencing skills with the ability to quickly establish credibility at all levels.

n An open attitude to receiving constructive criticism and improving upon it.

o Strong customer service skills and commitment to serving user needs in the most efficient and effective way.

Key skill 4 - organisation skills

p Experience of working in a deadline driven environment with rapid release cycles.

q A high level of concentration and resilience to stay focused on specific projects and drive them to completion by established deadlines.

r Ability to create high quality solutions within agreed timescales while maintaining accuracy and attention to detail.

s Ability to adapt and take a flexible approach against changing priorities.

Key skill 5 - innovation and problem solving skills

t Simplify problems into parts

u Advanced analytical skills and the ability to interpret data and information, to support your decisions.

v Wide ranging knowledge of continuous improvement within agile practices.

w Ability to take a proactive approach to finding solutions.

x Ability to contribute to innovation within the section and directorate more generally.

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Terms and conditions

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The following terms and conditions apply to this post.

Salary band £28,616 to £42,000 with an exceptional maximum of £48,034.

Annual leave 25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is a defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.

Other benefits Private medical insurance with AXA PPP. Health checks with BMI Health Services. Employee assistance programme with AXA ICAS.
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<tr>
<th><strong>Hours of work</strong></th>
<th>37.5 hours a week, between 8:00 to 18:00, Monday to Friday.</th>
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<tr>
<td><strong>Location</strong></td>
<td>3 Hardman Street, Manchester. Some travel to other locations may be required.</td>
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