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| **Position title** | | | **UX Designer** | |
| **Team/Group** | | | Products and Services, Centre of Excellence | |
| **Work level** | | | 3 | |
| **Position reporting to** | | | Digital Lead | |
| **Employment Type** | | | 1.0 FTE (fixed term until December 2023) | |
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| **Vision, mission and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.  Beyond Blues values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | |
| **Position purpose** |  | This role will report to the Digital Lead and work closely with Product Managers, Producers, the CX team and a variety of business stakeholders to improve the user experience of existing and new mobile and web products.  The designer will lead with a strong user centred approach and informed by best practice, community need, insight and web data.  You’ll develop wireframes and prototypes to articulate ideas and for use in testing. You’ll lead workshops, facilitate research and synthesise results.  With clear rationale, the designer will take concepts through all stages, and then oversee ongoing iteration and continuous improvement.  Organised, collaborative, empathetic and creative, this person will have the experience to play a key role in establishing an inhouse UX capability and helping embed a community and insight driven design approach. | | |
| **Role dimensions** |  | **Direct Reports** | | Nil |
| **Overall team** | | Beyond Blue Digital Lead, Product Managers, Producer, Business Analyst |
| **Financial Delegation** | | As per the Delegation of Authority Policy |
| **Key accountabilities** |  | * Work with the Digital Lead (and other stakeholders) to design and implement a UX function, tool kit establishment and process embedment * Contribute to roadmap development for multiple web and mobile products, and across multiple squads * Identify current state UX problems and opportunities and lead solution modelling * Plan, design and facilitate user research, testing and concept validation * Interpret data and qualitative feedback and translate to recommendations, presentations, design briefs and artefacts * Design and facilitate workshops * Develop storyboards, wireframe, user flow, low/high fidelity prototype creation * Lead on competitor benchmarking and research * Support the progression and application of the design system and guidelines * Adherence and input to brand and design standards * Guidance and instruction to delivery teams (technical, creative and program level) * Stakeholder Management (internal and external) * Collaborative working with team members to achieve objectives | | |
| **Key behaviours** |  | Build and maintain effective relationships with internal and external stakeholders to ensure clear communication and workflows  Work collaboratively with all team members and other teams within Beyond Blue to achieve overall objectives  Leadership of a best practice and human centred design approach  Communicate openly and transparently, following risk management and escalation processes as necessary | | |
| **Qualifications and key selection criteria** |  | Requirements:  Technical:   * Proven work experience in a similar role * Experience establishing a UX capability within an organisation * UX experience – 4 years+ (mobile and web) * Agile experience * Portfolio demonstrating end to end design approach (mobile and web) to a high standard * Strong user experience, customer experience, human-centred and user interface design background * Excellent understanding of interaction design, usability and the principles of accessible and inclusive design * Strong journey mapping, wireframe, low/high fidelity prototype development experience * Experience working with web patterns and design systems * Experience planning and executing community/user research (and co-design) * Excellent knowledge of design software, wireframe and prototyping tools * Broad digital knowledge across content, CMS, accessibility, SEO and web technologies * Experience in A/B testing * Experience working with personalised content structures * Atlassian (Jira, Confluence, Trello) experience * Google Analytics experience/familiarity using web analytics to drive decision making * Broad understanding of HTML5 and CSS   Other:   * Excellent listening and communication skills * Ability to clearly articulate designs (with clear supporting rationale) to a variety of audiences, at all levels of the organisation * Willingness to commit to and work in line with the Beyond Blue Values * Proactive problem solving abilities * Excellent time management skills * Experience working with a variety of stakeholders, including content and IT teams, product managers, project managers and business owners * Ability to prioritize and manage several milestones and projects efficiently | | |
| **Additional information** |  | **Health, safety and wellbeing**  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy  **Pre-existing injury**  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.  **Equal opportunity**  Beyond Blue is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  **Cultural competency**  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.  **Employment is subject to:**  • A current Police Record Check  • Proof of the right to work in Australia | | |
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