

User Experience Designer

Department: Online



LOCATION: Warwick or London

SUMMARY

The UK's largest independent energy provider is seeking to appoint an experienced, middle-to-heavyweight User Experience Designer/Architect who specialises in web-based solutions and mobile apps.

We are a fast growing company that is currently challenging the big and established players in the energy market. This is a fast paced and dynamic organisation with entrepreneurship at its core. The role comes at an exciting stage of the company's development, and offers a fantastic opportunity to be part of a team that has been mandated to make an impact.

ROLE OVERVIEW

The role will fulfil a key remit within the Online Experience team. The team is newly formed and has an exciting year ahead, with a broad set of objectives and targets as part of its remit. The team consists of Online Graphic design, Web & Mobile Product management and Web Content management. You'll be working with team members who understand and value the importance of exceptional user experience to create industry-leading, but simplified e-commerce services.

This role reports the E-Commerce Manager, who in turns reports to the Head of Marketing and Online. This structure gives an accurate indication of the importance of this role and the team within the company.

It is a self-managed role and with a high degree of autonomy, but working jointly with the E-Commerce Manager to create industry leading user experience for e-commerce solutions, with which our customers can fully self-serve with a high degree of user satisfaction. We aim to make ease-of-use a USP for the company.

The grade of this role is 'specialist' (which is on par with 'manager' level) and this level of seniority reflects the responsibilities that the role carries: detailed user experience/interaction design on all our customer-facing solutions, show authority across the company on all matters relating to the user experience, be the driving force for usability testing and interact with various internal stakeholders to champion the importance of User Experience.

AREAS OF SPECIFIC RESPONSIBILITY

- The online user experience for our customers and users in general, with the exception of non-customer facing interfaces such as internal systems
- Create wireframes and other forms of interaction designs
- Carry out usability testing
- Usability ('heuristic') evaluations and solutions (via mock-ups, wireframes, written specifications)
- Primary focus is our customer serving website ('My Account') and its many functionalities, mobile app, and the public website
- Strong focus on the acquisition of new customers, engagement & retention of existing customers, and the enabling of customers to fully self-serve via easy-to-use features
- Champion usability and the online user experience within the company
- Manage external agencies when required

THE DESIRABLE CANDIDATE WILL HAVE:

- Minimum 4 years' professional experience with e-commerce solutions as a User Experience / Usability practitioner, Information Architect, or similar. This does not include graphic design
- Professionally versed in usability and user-centre design (UCD) best practices
- Graphic design awareness, and experience working directly with graphic designers
- Strong understanding and appreciation of brand as an experience
- Experience working directly with front-end technical developers

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- Responsive design experience
- Mobile app design experience
- Agile development experience
- A keen interest in the latest consumer technology and their user behaviour
- Relationship management with internal stakeholders and external agency partners, showing strong communication skills
- Strong attention to detail
- A genuine interest in working in a fast paced and dynamic environment
- Friendly and inclusive attitude towards colleagues, and emphasis on team dynamics
- Although desirable, energy industry specific knowledge is not required
- Regular attendance at our headquarter office in Warwick, if based in London

OTHER:

- All applicants must be eligible to live and work in the UK.