

POSITION DESCRIPTION

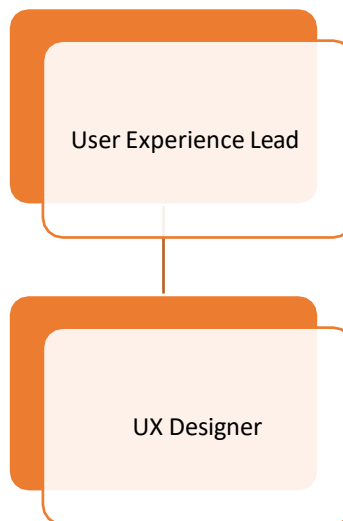
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| Position Title: UX Designer | Direct Manager: UX Lead | |
| Budget Responsibility: | Direct Reports: 0 | Indirect Reports: 0 |

WHAT YOU'RE HERE TO ACHIEVE

Key purpose: The UX Designer provides support to the Product Development Teams by designing inspiring user experiences that strike the ideal balance between customer desirability, business viability and technical feasibility. This will include employing best practice design methods in an iterative design process to ensure a high standard of usability.

The UX Designer must be self-motivated and able to work both independently and in conjunction with team members. Enthusiasm and flexibility to work on a variety of projects are necessary, as well as the ability to rapidly acquire new domain knowledge.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

| INTERNAL RELATIONSHIPS | EXTERNAL RELATIONSHIPS |
|--|------------------------------------|
| <i>Value Stream Lead, team members, regional teams</i> | <i>Customers, Channel Partners</i> |

WHAT YOU'LL BE DOING

Outcomes/ Expectations

- Responsible for 'Design Sprints' with the Customer, CP and / or TAM and the development squad to gain a common understanding of the problem to be solved and the customer workflow and journey before creating any solutions
- Working alongside the Product Manager or Product Owner, they will make well informed prioritization decisions as required by the team driving successful customer outcomes.
- Contribute to backlog and project planning, managing how knowledge gaps for the project are closed and ensuring input from the appropriate stakeholders
- Co-creating and maintaining the UX vision for the Value Stream, ensuring this is incorporated into the product vision and goals and communicating how this fits with the broader Solution Delivery vision with the team.
- UX maturity is actively monitored and improvement plans are developed for the Value Stream
- The UX knowledge across the entire team is continuously uplifted and this is considered as a part of new developments
- Clear plan for how telemetry is collected for the products and how this is visualized for the team for product improvements.
- Explain design concepts and potential solutions to stakeholders in person and on paper
- Help create working prototypes for product development concepts
- Work effectively and efficiently within the project team environment to ensure success of the project.
- Customer feedback loops and product discovery practices are in place to uncover customer needs and opportunities for innovation.
- The customer experience when interacting with the solutions developed is simple and intuitive, ultimately saving the customer time and money
- Develop screenflows, mockups and UI prototypes to validate with the customer,
- Identify when usability testing is appropriate then prepare and carry out that testing
- Mentor other designers and contribute to knowledge sharing across Value Streams ensuring successful customer outcomes across Solution Delivery.
- Co-ordinate customer research with the Product Owner presenting insights back to the team.
- Create and adhere to a shared understanding of team culture holding yourself and others accountable.
- Help create requirements that are customer centric and are tied back to the value for users (user stories)
- Maintain a style guide for the products worked on

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT



Qualifications Required:

- A relevant qualification or significant industry experience in a similar role

Experience Required:

- 2+ years UX Design or User Research experience,
- Proven graphic design experience, including a portfolio of work on commercial products.

Knowledge/Skills/Abilities Required:

- Familiar with tools for building UI prototypes (preferably Adobe XD or Figma).
- Familiar with core usability principles.
- Communicate with stakeholders to understand customer problems and insights.
- Demonstrated ability to create pleasing user experiences and graphic designs,
- Good verbal, written and graphical communication skills, resulting in communications which are clear, concise, and unambiguous.
- The ability to work under pressure and to deadlines.
- The ability to work on more than one project at a time employing good time management and prioritization skills to ensure delivery.
- The ability to self-motivate and work independently but also as an active member of a project team.
- The ability to learn quickly when working on/with new products.

Knowledge/Skills/Abilities Desirable:

- Experience preparing and running usability testing.
- Experience conducting user research.
- Experience facilitating team collaboration exercises.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

