**UX Designer**

The UX Designer’s primary focus is to bring a user-centred approach to the design and development of our digital products and services to ensure they meet user needs. Working in a multi-disciplinary delivery team environment, the UX Designer translates user needs into digital design solutions that are underpinned by best practice design techniques and New Zealand Government Web Standards.

* + **Reporting to**: Team Leader Content and Design Services
	+ **Location:** Wellington
	+ **Salary range**: IT, Band G

# What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it’s all about helping to make New Zealand better for New Zealanders.

# How we do things around here – our principles



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| **We make it easy, we make it work*** Customer centred
* Make things even better
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| **We’re stronger together*** Work as a team
* Value each other
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| **We take pride in what we do*** Make a positive difference
* Strive for excellence
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# Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

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| **What you will do to contribute** | **As a result we will see** |
| **UX Design Solutions*** Work closely with Product Owners and users to build a clear picture of their needs and translate these insights into the design and enhancement of digital products and services
* Establish a close working relationship with the Senior UX Designer, providing them with support and assistance where required
* Establish a close working relationship with the User Researcher, supporting and/or running user research sessions, both remote and in person, documenting and analysing the results
* Establish close working relationships with delivery team members to ensure delivery processes are running smoothly and communication and collaboration is strong
* Grasp user needs, defining the user experience and exploring different approaches to solve user challenges
* Translate business and user needs into digital design solutions to deliver a successful product
* Provide advice to key stakeholders on best practice design methods to support the user-experience of digital products and services
* Undertake appropriate research to inform design decisions
* Develop user-centred design solutions to make digital information easier to find, access and use – taking into consideration the needs of all users, including disabled people
* Work closely with colleagues to conduct user research and testing and integrate it so it forms part of the design and development process
* Use the results of the research and testing to inform continuous development and improvement of portfolio products usability
* Collaborate and communicate across teams and businesses to design thoughtfully and with purpose
* Influence and build credibility across a range of stakeholders, particularly with those who have not yet been introduced to design thinking concepts and the importance of user-centred design
* Establish and maintain network of collaborative relationships externally, within the team and across the AoG SD group to deliver the team work plan/programme
* Contribute to innovate design practices to meet business needs
* Utilise your creative design knowledge and experience using a range of service design tools
* Keep abreast of design and technology trends to inspire simple and creative solutions
 | * The voice of the customer, customer needs and a better customer experience at the heart of all service design, whilst working to manage customer expectations
* Customer requirements translated into design
* High quality designs which add value to the customer experience
* Improvements are linked to evidence from user research and testing
* Collaborative and effective working relationships across the digital products teams
* Up to date knowledge of design practices and technology trends
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| **Health and Safety (for self)*** Take responsibility for keeping self free from harm.
* Follow safe working procedures.
* Report incidents and hazards promptly and suggest remedies where appropriate.
* Know what to do in the event of an emergency.
* Co-operate in implementing rehabilitation plan.
 | * Health and safety guidelines are followed.
* All requirements of DIA’s Health and Safety policy and procedures are met.
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| **Who you will work with to get the job done** | Advi | Colla with | Influ | Infor | Man lead | Deliv |

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| Internal | User Researcher | ✓ | ✓ |  | ✓ |  |  |
| Senior UX Designer |  | ✓ |  | ✓ |  |  |
| Team Leader Content and Design Services | ✓ | ✓ |  | ✓ |  | ✓ |
| Product Owners | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Product Delivery Manager | ✓ | ✓ |  | ✓ |  | ✓ |
| Manager Digital Delivery & Group Operations | ✓ | ✓ |  | ✓ |  | ✓ |
| Content Designers | ✓ | ✓ | ✓ | ✓ |  | ✓ |
|  | Agile Team Facilitator | ✓ | ✓ |  | ✓ |  | ✓ |
|  | Developers and Testers | ✓ | ✓ | ✓ | ✓ |  | ✓ |
|  | UX Designers in other DIA branches |  | ✓ |  |  |  |  |
| External | Agencies | ✓ | ✓ |  | ✓ |  |  |
| Users | ✓ | ✓ |  | ✓ |  |  |

| Your delegations  |
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| Human Resources and financial delegations | Level Z |
| Direct reports | Nil |

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| **Your success profile for this role** | **What you will bring specifically** |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [Specialist](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Specialist_v7/%24file/DIA_Profile_Specialist_v7.pdf).**Keys to Success:*** Problem solving
* Critical thinking
* Interpersonal savvy
* Navigating complexity
* Communicating with influence
* Technical and specialist learning
 | **Experience:** * Experience designing for the web with a strong focus on user needs
* Experience designing digital solutions that meet the New Zealand Government Web Standards
* Experience with user research, UX flows, interaction and visual design, wireframing, prototyping and user testing
* Experience working with design systems
* Experience working in a multi-disciplinary team environment using Agile delivery practices
* Demonstrated experience in quickly gaining an appreciation of customer requirements
* Experience facilitating design workshops

**Knowledge:*** A good understanding of latest software, web & mobile technologies
* An understanding of the context of the government and wider digital technology landscape
* Knowledge of web trends and best practice digital service design
* Knowledge of NZ Government Web Standards
* Knowledge of Agile working practices

**Skills:*** A user-centric mindset
* Strong communication and facilitation skills – good listening skills and the ability to communicate clearly and concisely using a range of channels
* Strong team-focus – an ability to work collaboratively with multiple teams and stakeholders to achieve results
* The ability to present design ideas with clarity and passion, and to receive feedback with open-mindedness
* Technical skills in HTML, CMS and a range of digital design tools and software
* Solid analytical skills and the ability to identify 'what the user needs, not wants’
* A high degree of creativity, empathy, passion, and problem-solving ability
* Strong coordination skills, attention to detail and highly organised

**Other requirements:*** A diploma or tertiary degree qualification in an area such as web/interaction/UX design, visual communication design, or digital design
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