

UX/UI Designer

Job Level	4	Service	Data & Insight
Directorate	Internal Services	Function	
Direct Reports	0	Indirect Reports	0

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](#): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose	Could your expertise as a UI/UX Designer help us improve our business-critical fundraising applications? As part of the Tech Enabled Change programme team, you'll collaborate fundraisers and fundraising operations staff as well as product managers, delivery managers, business analysts and data engineers. You will play a vital part in helping shape the tools, processes and systems we use, and form a part of our wider product team.		
Budgetary responsibility/ accountability	N/A	Accountability for other resources	N/A

Key Responsibilities	• Undertake research to understand user needs related to the platforms that support their day-to-day work • Rapidly prototype and design UI improvements that help fundraisers make best use of the systems available to them. • To act as the user advocate during the research, design and development process, subjecting early-stage designs to usability testing or expert review and offering implementation suggestions from a user-centred perspective. • To lead on the UX and IA on projects. • To ensure that our services and products accessibility best practices.
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	• To ensure that the user is properly considered at all stages of the product lifecycle. • To coach and mentor other members of the team and colleagues in other departments on best practice user-centred design and research. • To work closely with internal teams and third-party agencies to deliver sustainable and scalable systems and to ensure that these meet user and organisational need. • To work with other UX designers on creating design standards, keeping them up to date and ensuring they are adhered to. • To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within and promote the Society's Equal Opportunities policy. You will be responsible for the duties detailed in your job description and may also carry out such other duties as are reasonably required of you.
Knowledge & Skills Mark Essential with a *	• Strong research skills* • Ability to translate research into actionable deliverables* • User testing and journey mapping experience* • Rapid prototyping using a variety of methods to inform projects* • Visual and interface design skills* • Attention to detail* • Excellent communication and consultative skills* • A working knowledge of accessibility best practices. • Knowledge of Agile
Experience Mark Essential with a *	• A recent portfolio of work* • Sound experience of conducting user research* • Hands on experience of the product lifecycle* • Experience of working with different teams and managing different requirements* • Good understanding of content and service design* • Designing and delivering improvements, including workflows, to line-of-business applications used by employees, ideally Salesforce applications. • Social impact/ NGO sector/ volunteer organisation experience • Experience of creating and working with design systems/patter libraries
Additional requirements	Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.

Pre Engagement Checks Highlight bold as required	
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DBS- England & Wales	N/A
PVG- Scotland	N/A
Access NI- Northern Ireland	N/A

Driver Check	N/A	
<u>International Roles Only</u>		
International Police Check		
International Driving Licence for manual cars		

Role Reference		Review Date
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.