

Job Level	4	Job No	10463
Directorate	Technology	Work location	UKO, Moorgate/Remote
Contract	Permanent	Reports to	Senior UX/UI Designer

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	N/A	Accountability for other resources	N/A
Reach and impact	Responsible for researching, designing, and testing products and services.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts. We run a number of services across the UK, ranging from first aid at events to supporting refugees who have fled their home countries.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything 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.

Directorate overview

The role of UX/UI Designer sits within the Digital Team of the Technology directorate.

Technology are responsible for developing and delivering information and digital services that enable our staff and volunteers to support people in crisis across the UK and internationally. We are at the beginning of an exciting period of change. Our digital and information strategy seeks to transform the way we use technology to support our people and to deliver services.

The directorate is passionate and focused on creating an IT infrastructure, innovative applications and services that supports the transformation to a digital culture.

Purpose of the role

Helping people in crisis is what we do. To help us do that better, we're transforming how we use our frontline line-of-business applications by embracing a more agile way of working within our growing frontline services focused delivery team to better enable us to deliver great products and services. To help us do that, we're looking for a user-centric UX and UI designer.

As part of the frontline-services focused team, you'll collaborate with users, service volunteers and staff as well as product managers, delivery managers, service designers, developers and other UX designers. You will play a vital part in helping shape the tools, processes, design system and standards we use, and form a part of our wider design team.

Main responsibilities

1. Undertake research to understand user needs.
2. Rapidly prototype and design services and products that help people in crisis.
3. 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.
4. To lead on the UX and IA on projects.
5. To ensure that our services and products accessibility best practices.
6. To ensure that the user is properly considered at all stages of the product lifecycle.
7. To coach and mentor other members of the team and colleagues in other departments on best practice user-centred design and research.
8. 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.
9. To work with other UX designers on creating design standards, keeping them up to date and ensuring they are adhered to.
10. 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.

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#)

Person Specification

		Requirements
Skills	Essential ✓✓	<ul style="list-style-type: none"> > Strong research skills – mainly qualitative, but ideally quantitative too > 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 > Good presentation skills
	Desirable	>
Knowledge (including education and training)	Essential ✓✓	<ul style="list-style-type: none"> > A working knowledge of accessibility best practices. > Agile experience
	Desirable	>
Experience	Essential ✓✓	<ul style="list-style-type: none"> > 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
	Desirable	<ul style="list-style-type: none"> > Designing and delivering improvements, including workflows, to line-of-business applications used by employees / volunteers, ideally Microsoft Dynamics 365 applications. > Social impact/ NGO sector/ volunteer organisation experience > Experience of creating and working with design systems/patter libraries
Competencies	Essential ✓✓	<p>Working collaboratively: embedding a culture that reflects our integrated delivery and collaborative working.</p> <ul style="list-style-type: none"> > Pro-actively works across boundaries to raise or solve issues and realise opportunities > Manages relationships and partnerships for the long term – sharing insights and building trust > Invests time to find out what others think and creates collective commitment to goals across a wide range of different partnerships

		<p>Communicating and influencing: engaging with others, both inside and outside the Red Cross.</p> <ul style="list-style-type: none"> > Uses their understanding of others to tailor and choose the approach that will have the greatest impact > Provides explanations, raises awareness of issues and sends consistent messages in order to support progress <p>Seeking insight: Being driven by a desire to know more about people or issues.</p> <ul style="list-style-type: none"> > Demonstrates an ability to gather and use information effectively by checking what is required to understand the situation > Gathers evidence to build the case for change or resolve
Additional requirements	Essential ✓✓	<ul style="list-style-type: none"> > Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic). > Ensures inclusive practice and promotes diversity > Required to travel throughout the UK from time to time
	Desirable	

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme