

Job Title:	User Experience Officer	Job Code:	UXO
Department/Group:	Digital	Position Type:	Full-time (35 hrs per week, including occasional evenings/weekends)
Location:	Home based	Travel Required:	Some UK travel (access to transport required)
Level/Salary Range:	Band 3	Position Length:	9 months fixed- term (possible opportunity for extension depending on securing future funding years.)
Responsible for:	No line management responsibilities	Responsible to:	Digital Manager
Liaison with:	All TIAH staff UX Consultants and Digital Developers Farmers and growers		

Job Description

Summary

The role holder will support the development of an online service that offers an optimal user experience. They will assist with developing and testing the user experience aspects of TIAH's Online Service through working with external UX consultants, stakeholders and end users.

Role and Responsibilities

1. Online service user experience development
 - Research and create personas, user requirements and user journeys
 - Co-ordinate the production of wireframes and prototypes
 - Assist with the set-up of pilot groups of users (e.g. farmers and growers) and ongoing management
 - Liaise with UX consultants and digital developers and maintaining good relationships with all stakeholders
 - Keep abreast of best practice in digital product development
 - Co-ordinate user acceptance testing
 - Manage project management records and reporting
2. Industry and team engagement
 - Keep abreast of offers from similar offers and appraise for relevance/priority within TIAH scope and to feedback relevant improvement and development ideas
 - Represent TIAH at meetings, conferences, talks and events where required
 - Undertake any other responsibilities commensurate with the post that the CEO and Line Manager may require

Qualifications and preferred skills

- Qualification or experience in User Experience Design
- Digital literacy and the ability to quickly pick up new technologies and ways of working
- Experience of working with external stakeholders and an ability to build effective relationships
- Excellent organisational skills, with the ability to work to tight deadlines

- Ability to communicate with confidence to a wide variety of audiences
- Ability to work as a part of a team but be self-disciplined to work alone on a day-to-day basis
- Flexible approach to work, including the ability to recognise a need and act on it
- Attention to detail
- Problem solving and recommending solutions
- Ability to juggle and prioritise multiple tasks while meeting tight deadlines within a collaborative team environment
- Strong communication skills and ability to interact comfortably and professionally with multiple stakeholders, ranging from colleagues to trustees to members
- Attention to quality and client excellence with excellent attention to detail

Additional Notes

- Behaviour expectations: Trust, efficiency, quality, expertise, can-do attitude, and affinity and understanding of TIAH's aims and objectives
- Role holder is expected to be set up for remote working, including a dedicated safe workspace with adequate and secure internet connection and reception. Laptop provided.
- Ability to travel within the UK required, including regular team meetings held in the Midlands and London
- Ability to work flexibly required, including occasional evenings, weekends and overnight stays
- Role subject to review based on the needs of the new organisation

Approved By:	CEO	Date:	01.07.2021
Job holder's name/ signature		Date:	
Line manager's name/ signature		Date:	

Date posted:	05.07.2021	Contact:	recruitment@tiah.org
Posting URL:	www.tiah.org		
Applications Accepted By:	Applications will be considered on a rolling basis for immediate interview. Please submit your CV and covering letter (maximum 2 sides) to recruitment@tiah.org using the job title as the subject header. Applications without a covering letter will not be considered.		