

# JOB DESCRIPTION

<b>Job Title</b>	<b>UX Designer</b>		
<b>Reports to</b>	<b>Business Analysis Manager</b>		
<b>Department</b>	<b>IT</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Together Business Technology and Innovation (BTI) and Technology Operations and Assurance (TOA) form the IT Department at LBS. We provide strategy, technology, innovation, information, data, customer and assurance services in the technology domain to the School at its main London campus and at its teaching facilities in Dubai.

BTI leads on business engagement, strategy setting, solution design and delivery supported by a philosophy centred in design thinking and innovation with the customer firmly at the heart of all that we do.

TOA lead on the provision of customer facing IT support services, end user computing services, core infrastructure and innovative classroom technology. They manage technology security and risk and ensure all change is expertly delivered and quality assured via its change, program, project and test teams.

Within BTI we spend a lot of our time building relationships with the business trying to understand their goals and objectives and empathising with them and their customers. We are focused on creating excellent internal and external customer experiences by designing solutions that combine buying and building technology, systems and processes to support this goal.

We try to iterate fast, respond to demand, continuously assess the external environment for the best ideas, innovate and ultimately challenge ourselves and the rest of the organisation to be the very best we can.

We have a bunch of talented and committed individuals who analyse problems and opportunities (business analysts); design solutions and architectures and deliver insight into data (architects and data engineers); build and integrate user centred software in an agile environment (development team) and support all the solutions we deliver (application support team).

## Job Purpose

- Be a master of best practice web design and user experience
- Experienced in working with business analysts
- Able to deliver on tasks that require business analysis and user experience design  
Create unique ideas and interpretations of design problems. Originate new and transformative ways to combine design elements that form unique visual identities.
- Carry out user research using a variety of methods such as contextual inquiry, moderated interview, design experiments, user testing etc.
- Support and influence the creation of fascinating design ideas, concepts and solutions, and moderate and lead workshops.
- Produce and refine prototypes for iterative user-testing, observe user's behaviours, identify improvements and modifications.
- Ensure UX and UI design and UI development conforms to best practice accessibility standards.
- Act as an end user advocate.
- Help the client to understand the value of end users to their business.
- Work closely with business units to help create, design and maintain roadmaps, user journey's and personas.
- Work with developers to build elegant front-end code, including HTML, CSS, and JavaScript and to ensure consistency of the user interface across multiple platforms.
- Pairing with developers to ensure that the presentation layer is implemented in accordance with best practices and UX specifications.
- Ensure cross-browser compatibility.
- Make things shrink, twist, rotate, run across the page and fade (tastefully)

- Contribute to the team's development, through active participation in development team seminars and other similar sessions.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Strategy and Planning**

- Contribute to the development of strategy for user experience and user interface design, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

#### **Partnering and Service Delivery**

- Partner with all relevant stakeholders to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making within your area of domain expertise
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within your area of user experience and user interface design, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

#### **Analysis and Reporting**

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

#### **Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

#### **Supplier/Contractor Management**

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on

performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

### **Collaboration**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

### **Project Management**

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

### **Financial Management**

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

### **Process Improvement**

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

### **People Management**

- No direct line management responsibilities.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.

- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

## Knowledge/Qualifications/Skills/Experience required

### Essential

- Excellent understanding of user-centred design principles.
- Ability to create rapid, iterative, low-fi and hi-fi prototypes.
- Qualitative research skills in user discovery.
- Experience in user testing, story-telling, and translating between business and technical jargon.
- Strong business acumen; ability to relate, understand, grasp concepts, and interpret client/user needs.
- A good theoretical and practical grasp of interaction design issues, the continually evolving vocabulary of interaction and UX / UI design, and an ability to explain this simply to others.
- An eye for detail, particularly around visual design.
- Experience of prototyping and wire-framing tools.
- Experience of responsive / adaptive / mobile design, and progressive enhancement.
- Excellent communication skills with the ability to engage a variety of audiences.
- An ability to plan, prioritise and manage your workload.
- Ability to work independently and thinks proactively in developing your skills and ideas
- Excellent team player and experience of UX / UI in an agile development environment.
- Enthusiasm for learning about and developing new and emergent technologies.
- Bachelor's degree or equivalent experience.

### Preferred

- Experience in working as a business analyst.
- Experience developing modular front-end components using HTML, CSS and JavaScript preferred
- Practical experience of solving inconsistency across multiple platforms, e.g. IE6/7/8, Firefox and Safari on Windows or Mac preferred
- Experience working with mobile apps, either natively or via PhoneGap or equivalent.
- Knowledge of popular frameworks, libraries and build systems preferred
- Experience working closely and collaboratively with other disciplines such as Business Analysts

## Resources including team management

N/A

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<b>Staff</b>	<b>N/A</b>
<b>Budgets</b>	<b>N/A</b>
<b>Date Updated</b>	