



Role

The UX analyst is the “voice of the user”. They gather, investigate and translate user feedback to inform product decisions and help product team members to understand who the users are and how to address their goals and needs.

They understand both the business objectives and customer needs. They translate research findings into actionable, prioritised recommendations through a range of deliverables such as personas, user journeys, storyboards and wireframes.

The role requires excellent communication skills. We are looking for someone who can support product teams with strong material and someone self-motivated to see projects through to completion.

Requirements

- A minimum of 2 years' experience as a UX designer, UX architect, UX consultant, UX researcher, information architect, product owner or a similar role. You should hold a degree in design, human-computer interaction, cognitive science, human factors or related field.
- Experience in conducting evaluations methods (e.g. interviews, focus groups, surveys or contextual observation) and leading Discovery Workshops.
- Understanding of data analysis tools (e.g. Google Analytics) and their use in the UX process.
- Experience in developing User Personas to inform product decisions.
- Experience in building user journeys and flows to outline the steps a user will take to accomplish a variety of tasks.
- Experience in converting feature-sets and flows into mockups and wireframes of the application for use in validation and testing.
- Familiarity with wireframing tools such as Balsamiq, Axure or Omnigraffle.

Responsibilities

- **Analyse** - Conduct qualitative and quantitative user research; create personas, analytics, process flows.
- **Collaborate** - Work closely with a team of stakeholders, business systems analysts, developers, and designers to guide UX design from the start to finish of a project.
- **Iterate** - Revise and improve features based on user feedback, research, technical constraints, business decisions.
- **Deliver** - Drive and support your ideas all the way through to the successful launch of a project.