

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Experience Design Lead</b>
<b>REPORTS TO:</b>	<b>Operations Manager</b>
<b>LOCATION:</b>	<b>Wellington</b>

### Background

As digital technology continues to shape the way people interact with organisations and each other, the design and delivery of intuitive digital experiences is a key objective for business leaders.

At Solnet, we support our clients' digital initiatives by working collaboratively with them to design, deliver and support digital experiences that deliver tangible benefits to our client's customers and other stakeholders.

### Job Scope

As the Experience Design Lead, you will develop and deliver positive opportunities and engagements for Solnet. You will use your expertise to improve client capabilities in the areas of digital design and delivery, user experience (UX) and customer experience (CX) design, service and process design, research and insights, and other design techniques and processes.

You will work with clients to develop digital solutions that are integral to their overall business strategy.

- The role encompasses the following aspects:
  - Working with clients to help shape products, propositions, and the associated digital experience deliverables
  - Delivering experience design engagements on time and budget, including workshops and facilitation, strategy and design planning, journey mapping, ideation and brainstorming, and user testing
  - Managing Senior Experience Designer(s), plus other team members, as the practice grows
  - Developing new business with both established clients and new prospects
  - Helping shape and influence the wider client engagement by becoming a trusted advisor
  - Providing seamless communication between internal and external strategy, product, design and technology teams
  - Championing the business benefits of digital experience, and showing a clear link to enhance business and customer value

### Role and Responsibilities

**Experience Design advisory**

- Build our authority and capability in the areas of Experience Design, including UX, Customer Experience (CX), Digital Service and Process Design
- Alongside Senior Experience Designer(s), engage in:
  - client discovery, innovation and design workshops, journey and process mapping, focus groups, and 1:1 engagements
  - user research and insight generation, including A|B and multivariate testing
  - service design
  - wireframing and rapid prototyping
  - iterative product design and development
  - creating high quality experience deliverables.
- Work with internal and external technology teams to ensure that design strategy and direction considers process and technology capabilities, dependencies and limitations
- Provide the initiation, sizing, scope and leadership of digital experience and design work-streams as part of wider engagements
- Oversee work-stream delivery, including monitoring and managing risks and dependencies
- Coordinate activity with technical / delivery teams.

**Business development**

- Grow the Experience Design Practice at Solnet within both new and existing clients
- Support the development of business opportunities, providing presentations and supporting materials, and assisting in marketing activities and closing sales
- Create and deliver client solution proposals, including presentations and prototypes
- Actively contribute to our website blog and social media
- Represent Solnet at relevant industry events.

**Client engagement and stakeholder communications**

- Provide senior stakeholder leadership and engagement
- Manage the design process and communication across internal and external teams
- Lead and coordinate design activities across end-user participants and business stakeholders
- Deliver training courses and organise events to promote our thought leadership, and to enhance Solnet's capabilities
- Provide mentoring, training, and guidance to other team members
- Keep up to date with the latest digital design trends, best practices, and tools.

**Ideal skills and experience**

- Proven experience as a senior Digital Experience Designer or Consultant within digital or technology projects at a leading consultancy, vendor organisation, or similar
- Proven ability to work successfully with executive/senior stakeholders and end-users, building credibility and strong customer relationships
- Demonstrated experience working in multi-disciplinary teams, while providing experience design leadership, and generating results in a collaborative and consultative manner
- Experience of the end-to-end digital experience design process, including an in-depth understanding of human-centred design and digital service design
- Demonstrated experience of leading, designing and delivering user research, encompassing the discovery, capture and recording of end-user needs
- Experience generating design artefacts, including personas, user journeys, wireframes and prototypes
- Experience delivering experience design for web and mobile channels, with a sound knowledge of the demands and challenges of each
- Experience and knowledge of agile principles, practices and related tools/technologies e.g. SCRUM, Kanban
- Active participation in design communities and bodies, internally and externally
- Skills and experience in some of the following areas are desirable:
  - Business process design
  - Software development processes and tools
  - Product development
  - Web and eGovernment standards.

**Other Attributes**

- Passion for experience design and digital technology
- Commitment to delivering world-class outcomes for our clients
- Strong people and organisational skills
- Able to work independently and in highly collaborative teams
- Demonstrated ability to master new techniques and technologies rapidly
- Capability to plan and manage multiple tasks to achieve successful outcomes
- Ability to work effectively under pressure, and to adapt to change
- Excellent written and verbal communication skills
- Ability to lead a team of business and technology experts
- Able to travel and conduct business outside of Wellington (esp. Auckland), from time to time.