Operational Performance Group
Chief Operating Officer Portfolio

Senior UX Designer

POSITION NUMBER 0051884

PROFESSIONAL CLASSIFICATION UOM 9 - $123,292 - $128,275 per annum

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

CONTACT FOR ENQUIRIES ONLY

Louise Long, Director Digital Design & Service Experience, OPG
Tel +61 0468 596 138
louise.long@unimelb.edu.au

Please do not send your application to this contact
ABOUT THE ROLE

Position Purpose:
To lead and inspire the practice of Human-centred Design mindset and methods in projects and initiatives within the Digital Design & Service Experience (DDSE) team, for designing and improving the overall and most especially, the digital experiences of and services to students, staff and academics. This role supports the Manager Digital Design in growing the University’s practice of User Experience (UX) and User Interface (UI) design.

In any given day you may be running co-design sessions, facilitating workshops, helping teams sketch out interfaces, or using design software to mock-up or refine experiences. You’ll work collaboratively as part of a small and skilled team, including research, design, and delivery, and will be crucial in the entire digital design process.

Reporting line: Digital Design Manager
No. of direct reports: 0
No. of indirect reports: 1 to 5
Direct budget accountability: none

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Moderate
Judgement: Significant

Core Accountabilities:

- Responsible as the primary support the Digital Design Manager to drive the growth of Design capability across all roles in the DDSE team and delivering capability uplift for project stakeholders and in the broader University community.
- Lead small- and large-scale design work to deliver human-centred designed services for our students, academics and staff.
- Deliver outcomes to meet the needs of student, staff, and academics within the constraints of technology and strategy.
- Support a work environment that fosters high achievement and collaboration.
- Ability to achieve optimal outcomes using a blended toolkit incorporating both Design and Service Improvement (including Lean, SixSigma and Business Process Mining) as appropriate.
- Partner with senior stakeholders and staff across the University to engage and advocate for the value of Design methods, tools and mindset addressing complex problems and identifying opportunities.
• Support the Digital Design Manager to develop and shape Design demand and implement appropriate resourcing strategies.

Competencies required:

Education/Qualifications

1. Desirable but not essential that the appointee will have: postgraduate qualification and/or extensive relevant experience. Qualifications may be in one of the following fields of study – Business, Design, Social Sciences, Marketing, Anthropology, Psychology, Systems Thinking.
2. Preferred: previous experience with Figma, Miro and Optimal Workshop
3. Non-essential but experience in the following would be well-regarded: experience designing voice or chat interfaces and experiences, frontend/backend developer experience including coding, interaction design experience, visual design skills, content management, copy-writing

Knowledge and skills:

4. Extensive experience and broad knowledge of the practice of Human-centred Design and specifically UX Design (5+ years)
5. Deep understanding of Design Thinking and HCD methodologies and a true passion for humans with an ability to engage and advocate for these methods across a range of stakeholders in University
6. A demonstrated ability to – frame a problem, propose a variety of problem-solving approaches, design discovery research using a wide variety of tools (not just interviews), synthesise quantitative and qualitative data to create insight (making the complex simple), run ideation session to create concepts, prototype and test those concepts in the context of the University’s feasibility and viability, and work with others to deliver measurable solutions.
7. Testing includes ability to conduct moderated and unmoderated usability testing (option of remote).
8. Know when and how to use prototyping for discovery, engagement as well as desirability validation – appropriate use of sketches, wireframes, low-fidelity/paper prototypes before proceeding to high-fidelity and clickable prototypes within best practice information architecture.
9. High level analytical and problem-solving skills with demonstrated ability to work collaboratively with digital platform owners, developers and align to technology strategic roadmaps.
10. Demonstrated high level interpersonal skills, including the ability to build and maintain stakeholder relationships across a complex organisation
11. Commitment to designing inclusive and accessible products adhering to The Web Content Accessibility Guidelines (WCAG2.0).
12. Commitment to exceptional visual design, working with design systems including all aspects brand identity
13. Ability to facilitate engaging workshops including skills training, education and coaching
14. A demonstrated ability to lead multi/trans-disciplinary teams in Agile environments, specifically with lean and other process improvement methodologies
15. Strong verbal and written communication skills, including presentation and facilitation skills
16. Highly developed skills in inspiring, developing and motivating others
17. Growth mindset in actions evidencing empathy, curiosity and optimism/resilience

Other job-related information:
Occasional work out of ordinary hours.

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check

<table>
<thead>
<tr>
<th>DDSE DESIGN CAPABILITY</th>
<th>Aware</th>
<th>Ready</th>
<th>Practice</th>
<th>Master/Mentor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All roles in DDSE</td>
<td>All roles in DDSE</td>
<td>Design Lead Designers Senior UX Designer Design Analyst</td>
<td>Digital Design Manager Service Design Manager</td>
</tr>
<tr>
<td></td>
<td>Aware of the value and methods of the discipline</td>
<td>Ready to work with the toolkit, methods and practitioners of the discipline</td>
<td>Practitioner in discipline. Using some methods and frameworks independently in work.</td>
<td>Master in discipline. Able to mentor, coach and teach others. May be craft lead for that discipline</td>
</tr>
</tbody>
</table>