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| job description |

**Job Title: User Centred Designer**

**Location: Alexander House, Cardiff**

**Department: PDR**

**Hours: 37 per week**

**Tenure: 12-month fixed term**

**Grade: 4A/B**

**Salary: £25,627 - £30,497**

**Accountable to: Senior User Centred Designer**

*This job description is indicative, not prescriptive, and the balance of duties will be in accordance with the contract of employment.*

**Role Summary:**

PDR is a leading multidisciplinary design and development research centre combining both an award-winning consultancy and a highly rated research function.

PDR works closely with industry to provide advice, expertise and consultancy on the full spectrum of activities and processes required to bring new product and service opportunities to market effectively.

PDR’s User Centred Design capability has developed over the last 12 years, working to deliver commercial and research projects both as part of multidisciplinary teams and as a standalone offering.

**Principal Duties and Responsibilities:**

1. Participate in the planning and facilitation of a wide range of qualitative design research methods. This includes in depth interviews, diary studies, usability testing, in context observation and others.
2. Support senior staff in identifying appropriate research questions and methods with internal and client teams to deliver high quality, ethical and efficient user research.
3. Contribute to gathering and analysis of research data through collection of notes, transcription of interviews and taking part in collaborative analysis sessions.
4. Participate in the identification of research insights and translation into product and service design concepts, visualising and communicating these effectively to other team members.
5. Develop design concepts for products and services in collaboration with internal PDR and external client teams, through strong visual communication, effective use of prototyping and demonstrated understanding of relevant sector and design best practice.
6. Working alongside other team members to meet with key client contacts, maintain effective client communication to ensure projects are delivered successfully and maintain client satisfaction.
7. Effectively manage your time and prioritise tasks in consultation with senior staff whilst working across multiple projects on different time frames.
8. Adhere to necessary data storage, file management and internal working policies to maintain quality standards (ISO 9001)

***Standard Notification***

**These guidelines are provided to assist you in the performance of your contract. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated technical tasks are likely to be performed as directed by the line manager.**

**It is accepted that individual staff will have a specialist skills and knowledge base in relation to the role they have been appointed to. In addition to this, Cardiff Metropolitan University expects that all staff will contribute to the vision and ethos of the university and conduct themselves in a professional, courteous and student/customer focused manner at all times. All staff should have particular regard for their responsibilities under Cardiff Metropolitan University’s Equalities, Financial, Environmental and Sustainability, Human Resources and Health and Safety policies and procedures.**



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| Person Specification |

\*Key

A - Application form

I - Interview

T/P - Test/Presentation

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| Job Title: | User Centred Designer | |
| School/Unit: | PDR | |
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| FACTORS | | **ESSENTIAL AND DESIRABLE CRITERIA** | | **ASSESSED BY** | | |
| **A\*** | **I\*** | **T/P\*** |
| **Education and Qualifications**  **(Essential)** | | * Degree in Product / Industrial Design, Usability Engineering, Interaction Design, Psychology or related subject | | A |  |  |
| **Education and Qualifications**  **(Desirable)** | | * Masters degree or other postgraduate qualification with relevance to User Centric Design methodologies and practices | | A | I |  |
| **Knowledge**  **(Essential)** | | * Knowledge of different user research methods inc. Interviews, usability studies, diary studies, observation and similar. * Knowledge of role of research and prototyping within design process * Knowledge of fundamental principles of using research to understand human behaviour in relation to products and services. | | A | I  I  I | P  P  P |
| **Knowledge**  **(Desirable)** | | * Knowledge of service design techniques * An interest in medical device development, including knowledge of relevant human factors standards and usability | | A  A | I  I |  |
| **Skills and Abilities**  **(Essential)** | | * Effective organisational & interpersonal skills * Ability to prioritise tasks, meet deadlines * Highly self-motivated * Ability to write and present complex subject matter * Flexible work ethic with the ability to work both independently and as part of a team. * Well developed communication skills * Ability to identify most important research findings from complex data and translate into early stage design concepts. | | A  A  A  A  A | I  I  I  I  I  I |  |
| **Skills and Abilities**  **(Desirable)** | | * Ability to manage competing stakeholder needs within projects and influence to take a user centred design approach. * Ability to critically reflect on own practice and improve over time. | | A | I  I | P  P |
| **Experience Paid/Unpaid**  **(Essential)** | | * Experience in planning and executing user research methods as part of design projects. * Experience developing design concepts as a response to user research insights * Experience working collaboratively with multidisciplinary teams to solve complex problems. | | A  A  A | I  I  I |  |
| **Experience Paid/Unpaid**  **(Desirable)** | | * Experience facilitating workshops, including design reviews, team meetings or co-design sessions. * Commercial experience interacting with and presenting to clients or other partners. | | A  A | I  I |  |
| **Other Requirements**  **(Essential)** | | * Willingness to travel internationally. | | A |  |  |
| **Other Requirements**  **(Desirable)** | | * Ability to speak Welsh. | | A |  |  |