

Position Description

The Role

Title: User Experience Manager

Purpose Statement:

You will be responsible for research relating to Customer and User Experience, contribute to the design and creation of engaging, innovative and measurable user experiences for digital channels, in line with best practice and user experience standards

Team: Services

Reports to: Head of Service Quality

Staff Reporting to: N/A

Location: Melbourne or Sydney

Employment Status: Full time, contract until 30/6/2023

Key Functions:

- Understanding user needs and user testing
 - Conduct human-centred user research through interviews, observations and other research methods
 - Analyse and identify pain points from the users' perspective, based on the user research
 - Facilitate workshops with internal and external stakeholders to unpack user needs and objectives
 - Conduct usability and user testing to determine if the designs require further improvement/iteration
- Idea generation
 - Collaboratively generate ideas through wide-ranging ideation techniques
 - Collaboratively select the most promising idea(s) based on their feasibility, desirability, and viability
- Prototype designs
 - Conceive, sketch and prototype concepts for digital products and services, supported by the findings of user and desk-top research
 - Work closely with Service Leads and the IT team to identify and define requirements and scope, metrics, and measures of success for digital products and services
- Compliance, quality, and safety
 - Work with the Quality Advisor to ensure compliance with the National Safety and Quality Digital Mental Health (NSQDMH) Standards
- Health and safety
 - Contribute to always maintaining and fostering a safe and mentally healthy workplace
 - Role model taking good care of your own physical and mental health and seeking help when you need

- People and Culture
 - Uphold and work within the SANE values and behaviours
 - Value the strengths of team members, partners, and supporters, contributing to an environment where all strengths are valued.
 - Adhere to SANE's policies and procedures

The User Experience Manager will need to develop strong external relationships with:

- People with lived experience of complex mental health issues, including people with a co-occurring intellectual disability, acquired brain injury (ABI), cognitive disability or autism
- Individuals (e.g., GPs) and agencies (e.g., primary health networks) that refer people with lived experience to the SANE service
- Health professionals who use the SANE service for information

Essential Requirements:

- **Skills & Expertise**
 - Comprehensive understanding of user research techniques, human-centered design practices, core design principles, interaction design principles, usability engineering principles, accessibility guidelines, and user testing approaches
 - Comprehensive understanding of standards and best practices for IOS, Android, and Web
 - Strong communicator, with the ability to effectively communicate research insights and design processes, ideas, and rationale for solutions to internal and external stakeholders
 - Excellent written and presentation skills, with the ability to take complex ideas and distil them down into simple solutions and the capacity to drive towards enhanced user experience outcomes
 - Knowledge of and ability to create user experience deliverables (e.g., conceptual maps, information architecture maps, user flows, wireframes, prototypes, personas, UI style guides, high fidelity designs)
 - Well-developed research, conceptual and analytical skills, including the ability to identify emerging issues, trends and risks
- **Qualification and Experience**
 - Minimum three years' experience in a user experience design role or similar
 - Qualifications in research or design related field, Communications, Health Sciences Cognitive Science, Psychology, or commensurate industry experience
 - Experience conducting user research using mixed methods (qualitative and quantitative)

Demonstrated Experience:

- A proven track record in, and passion for improving digital customer experience
- Demonstrated application of user research techniques, human-centered design practices, core design principles, interaction design principles, usability engineering principles, accessibility guidelines, and user testing approaches
- Ability to work independently as well as in cross-functional groups, liaise in a consultative manner to create strong working relationships with internal and external stakeholders
- Portfolio of user experience deliverables
- Portfolio that demonstrates how insights from the research you've conducted has had a positive impact on the products and services you've led the experience design for

Highly Desirable:

- Experience working for people with lived experience of complex mental health issues, including people with a co-occurring intellectual disability, acquired brain injury (ABI), cognitive disability or autism

Other requirements for this role:

- **Other requirement**

Industrial Instrument:

Industrial Instrument Classification: