

Job Description



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| Job Title: | UCD Specialist |
| Post Number: | NP307XX |
| Department | PDR |
| Location: | Llandaff Campus |
| Grade: | 5A/B |
| Salary: | £30,395.00 - £33,199.00 per annum |
| Tenure: | Permanent |
| Hours | 37 hours per week |

Role Summary:

The successful candidate will be a core member of PDR's User Centred Design (UCD) team. The UCD team undertake commercial design research projects. The projects are broad in scope and can cover any discipline; product, service, digital and broader strategy level projects are commonly undertaken.

Examples of projects include:

- Medical device user interface design and associated usability testing for Huntleigh Healthcare
- New financial product concept and development for Principality Building Society
- Customer experience mapping for Kenwood
- Interactive prototyping for Direct Healthcare Systems

Examples are available on PDRs online portfolio:

http://pdronline.co.uk/Portfolio?rpg_type=7

The successful candidate will be working within a multi-disciplinary design team to help undertake, analyse and translate design research into actionable outcomes. The ideal candidate will be personable with strong communication skills (including writing skills) and an analytical mindset. They must have a

demonstrable knowledge of the benefit of engaging users in a design process. A background in a related design discipline is preferred, though not essential.

Principal Duties and Responsibilities:

1. Undertake UCD design activities on a consultancy basis from user, market and technical research through to planning and translation into product design and related solutions
2. Undertake product design and support activities as required to assist in interpretation of UCD findings and/or in contribution to general product design consultancy activity as required
3. Contribute to assigned projects and work autonomously with support from the Senior Design Staff
4. To plan and manage UCD and Design projects, as assigned by from initial brief conception to delivery.
5. To be the main point of contact for client communications, as directed by Senior Design and Management Staff, liaising throughout the process to ensure clients remain up-to-date with project progress as well as ensuring all follow-up action has been adhered to such as enquiry processing and contractual obligations.
6. Support other members of the UCD and Design teams in meeting with clients, to discuss, negotiate and assist in identifying commercial project needs and to assist interpretation and translation of these into agreed project proposals and specifications
7. Undertake technical and project research activities in areas including visual language and semantics exploration, user insight and interpretation, sector and design trends and the presentation and support of such work to the design team and commercial clients as appropriate
8. To present research and design process outcomes externally, to clients and/or at industry at a senior level and at industry events and conferences as required
9. To assist in the review and selection of appropriate research methods (including qualitative and quantitative UCD related research methods) and tailoring these to project needs.
10. Maintain and adhere to ISO 9001 procedures within PDR.
11. To assist and contribute to the team's identification of research objectives and to assist in the dissemination of research findings by contributing to conference, journal and other publications.

12. To contribute and support new business and marketing activities relating to the UCD Group
13. Other duties that may be reasonably assigned

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 conduct themselves in a professional and courteous manner at all times and 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.



PERSON SPECIFICATION

Post: UCD Specialist

Unit/School: PDR

*Key

A - Application form

I - Interview

T/P - Test/Presentation

| FACTORS | ESSENTIAL AND DESIRABLE CRITERIA | ASSESSED BY | | |
|--|---|-------------|----|------|
| | | A* | I* | T/P* |
| Education & Qualifications (Essential) | <ul style="list-style-type: none"> Degree in Product / Industrial Design, User Experience, Interaction Design or related subject | A | | |
| Education & Qualifications (Desirable) | <ul style="list-style-type: none"> Masters degree of other postgraduate qualification with relevance to User-centred Design methodologies and practices. | A | | |
| Knowledge (Essential) | <ul style="list-style-type: none"> Knowledge and experience of designing and moderating usability tests for products or interfaces. Knowledge and experience in industrial / product / Service design in a commercial environment | I | I | |
| Knowledge (Desirable) | <ul style="list-style-type: none"> Knowledge of manufacturing processes and assembly An interest in medical device development, including knowledge of relevant human factors standards and usability | | I | |
| Skills and Abilities (Essential) | <ul style="list-style-type: none"> 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 | I | I | |
| (Desirable) | | | | |

| FACTORS | ESSENTIAL AND DESIRABLE CRITERIA | ASSESSED BY | | |
|--------------------------------------|--|-------------|----|------|
| | | A* | I* | T/P* |
| Experience paid / unpaid (Essential) | <ul style="list-style-type: none"> • Experience in planning and executing usability studies and related user insight research • Experience of writing and presenting complex technical and design based issues at a senior level • Experience of running and facilitating design exploration and problem solving workshops involving a broad stakeholder base • Experience working in a commercial design environment. • Experience working on commercial design research projects. | | | |
| Experience paid / unpaid (Desirable) | <ul style="list-style-type: none"> • Experience of working on medical device usability related projects | | ! | |
| Other Requirements (Essential) | <ul style="list-style-type: none"> • Flexible in working hours | | | |
| Other Requirements (Desirable) | <ul style="list-style-type: none"> • Full UK driving licence | A | | |