



Job description

Job Title: User Experience Designer

Workbase: 1 North Crofty, Tolvaddon Energy Park, Camborne, TR14 0HX

(Note: The Company Office location may change from time to time.)

Line Manager: User Experience Lead

Responsible for:

Main Purpose of Job:

We are a health technology company with a vision to deliver great user experiences that our customers and users love. As we enter a stage of rapid expansion, we are looking to recruit a User Experience Designer to join our User Experience team.

The ideal candidate will have a strong background in user experience, and be skilled and experienced in the broad spectrum of UX tools, techniques and deliverables with a focus on Agile and Lean UX methodologies.

Alternately, you might be a recent graduate with a relevant qualification, or equivalent experience in UX design, and be full of creative ideas and have a great eye and flair for UX design.

In either case, you will be passionate and enthusiastic about delivering a fantastic user experience, have excellent analytical and problem-solving skills, a high level of attention to detail, and the ability to work alone as well as part of a cross-functional team.

As a UX designer, you will provide UX support and expertise across the business. You will act as a user-advocate and work closely with our customers and users to understand their problems and needs and to translate these learnings into designs for highly usable and desirable products and features.

As a member of the User Experience team you should:

- Take full responsibility for your areas of work.
- Look for continuous improvement and innovative ideas in all that you do.

- Contribute to the strategic development of the company.
- Embed the company values and culture in everything you do so that these are carried throughout the business.

Environment:

LumiraDx Care Solutions operate from Camborne within a professional and friendly environment focused on clear commercial targets.

Functional links with:

As part of the User Experience team you will work closely and directly with Customers and End Users, Product Managers, Product Owners, Customer Services Team, Software Development Team, and Marketing Team as necessary.

Duties and Responsibilities.

1. Engage in the full spectrum of user experience activities including: user research, personas, user journeys, story maps, process flows, concept sketches, wireframes, hi-fidelity mocks, clickable prototypes, usability testing and analysis, and other UX deliverables.
2. Demonstrate, promote and advocate UX best practices across the business.
3. Translate UX learnings into UX deliverables using tools such as Balsamiq, Sketch, Adobe Photoshop, Adobe Illustrator, Adobe XD, Axure RP, Marvel, InVision.
4. Help design and validate elements of coherent, cross platform user experiences across different devices including desktop, mobile and web.
5. Help develop ideas that improve user experience and user engagement that have a positive impact on our business goals.
6. Work collaboratively with product managers, product owners and the development team in the design and implementation of new products and features.
7. Work collaboratively with the marketing team to ensure that designs support our brand and are consistent in terms of tone of voice, wording and visuals.
8. A reasonable amount of UK and international travel will be required to meet our customers and end users.

General:

- Create and maintain Standard Operating Procedure (SOP) and Work Instruction (WI) documentation as required.
- Participate in team and process reviews as well as retrospectives.
- Actively engage in continuous development of your skills.
- To work with and uphold the team values:
 - Enjoyment & Enthusiasm
 - Sharing Knowledge
 - Thoroughness
 - Communication
 - Teach & Develop
- Work at all times in accordance with:
 - The company Values and Culture.
 - The Health & Safety at Work Act 1974 and to follow all company procedures and guidelines that assist this.
 - The company Quality and Information Security Management Systems for example, but not limited to, ISO9001, ISO13485 & ISO27001.



- To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this.
- To work at all times in accordance with the company's Dignity & Diversity Policy.
- Data Protection Legislation, including by not limited to Data Protection Act 2018, General Data Protection Regulation 2016/679
- Undertake such other duties as may be required within the general scope of the job.

Other:

This job description is not intended to be too “prescriptive” and a degree of flexibility is expected. As business needs change, so the role and responsibilities may change subject to a full discussion and agreement on any changes.

Signed by Post Holder

Signed:.....

Date.....

Recruitment Pack: User Experience Designer

About LumiraDx Care Solutions and LumiraDx

LumiraDx is a global health technology business, delivering safer, more effective and cost-efficient, diagnostic-led care.

Our vision is to improve patient outcomes and lower healthcare costs. To achieve this, we deliver accurate, actionable health data quickly and simply, wherever and whenever it's needed.

Our unique integration of health and point of care diagnostic data, smart technology platform and supported self-care programmes delivers dynamic, digital healthcare solutions across whole populations that can be customised to meet the demanding healthcare requirements of today.

Our Care Solutions development unit, based at our Cornwall site, is responsible for delivering clinical knowledge, education and intelligent technology via our software and platform to enable care teams to move patients with long-term conditions toward supported, self-care.

Benefits

We have an award-winning workplace situated five minutes from local beaches, where employee wellbeing is a key focus. We are proud of our culture and operate in a sociable, relaxed and fast paced environment where innovation and collaboration is encouraged. We offer many employee benefits including, free teas, coffee, soft drinks and fruit. We also offer discounted membership at local gyms, car parking and access to our Life Coach during work time. We put on two social events per year and we offer a 5% non-contributory employer pension scheme and 25 days holiday per year plus bank holidays.

This role will be based with the *Care Solutions* Team.

Recruitment process

Please read the job and person specifications enclosed with this document. Please also complete the application form and return it with an optional CV to careers@LumiraDx.co.uk by 4 February 2019.

Please note that CVs received without a fully completed application form will not be considered.

Applications from overseas candidates will only be considered if they already have a valid UK work visa.

- Applications will be reviewed after the closing date and a short list of candidates will be selected for a first stage interview at our Camborne office.
- If selected you will be asked to bring the following original documents (photocopies will not be accepted) to the interview:
 - Proof of identity (e.g. a valid passport)
 - Eligibility to work in the UK
 - Proof of qualifications



Person specification: User Experience Designer (Junior to Mid-Level)

Salary:	£24,000 to £32,000
Holidays:	25 days plus statutory Bank Holidays per annum
Normal place of work:	Tolvaddon Energy Park, Camborne Cornwall.
Start date:	As soon as practical
Contract:	Full time, permanent.
Deadline for application:	Ongoing recruitment.

Assessment criteria	Essential	Desirable	How Assessed
Experience	<ul style="list-style-type: none"> • Proven experience in a UX role • Demonstrable interest, motivation, and passion about User Experience. • Experience working directly with customers and / or end users. 	<ul style="list-style-type: none"> • Proven experience in a UX role. • Experience of translating UX learnings into UX deliverables. • Experience with agile / lean UX methodology. • Experience in the healthcare sector. • Experience working closely with software development teams. • Experience of conducting usability testing and analysis. 	AF/IN

Knowledge	<ul style="list-style-type: none"> • Understanding of core UX principles, techniques and methodologies. • Keeping up to date with latest UX and UI trends and knowledge. 	<ul style="list-style-type: none"> • An understanding of UX within healthcare, especially the NHS environment. • Knowledge of agile / lean UX methodology. • Understanding of inclusive design, including W3C compliance standards and accessibility guidelines. 	AF/IN
Skills and abilities	<ul style="list-style-type: none"> • Strong problem solving and analytical skills with the ability to investigate and really understand underlying problems & needs. • Able to positively engage with users and customers to understand and empathise with their problems & needs. • Able to design and create, innovative, easy-to-use solutions, experiences and interfaces. • Able to create lo-fidelity mock-ups and designs using tools such as Balsamiq, Adobe XD, Photoshop, Illustrator, Sketch, Figma, InVision Studio, Axure or similar. • Able to design new concepts but also happy iterating and refining existing ones. • Able to clearly communicate UX learnings to stakeholders. • Excellent interpersonal and influencing skills with ability to communicate effectively with users, customers and stakeholders. 	<ul style="list-style-type: none"> • Skilled in core UX techniques such as user research, creating personas, user journeys, stories and flows and other UX deliverables. • Ability to create first-class hi-fidelity mock-ups and designs considering typography, iconography, layout and brand identity. • Able to create interactive UX prototypes using tools such as Marvel, InVision, Adobe XD, Axure, Atomic, Flinto, Figma, HTML or similar. • Experience designing responsive apps for mobile. 	AF/IN

	<ul style="list-style-type: none"> • Great attention to detail. • Innovative & creative thinking. 		
Attributes	<ul style="list-style-type: none"> • An adaptable and flexible approach to work, individuals and groups. • Motivated, enthusiastic and optimistic. • Constructive approach to problem solving. • Able to give and receive constructive feedback. • Open to continuous learning & development. 		REF/In



Professional Qualifications	
Please provide details of any membership of professional bodies or associations:	

Other Details		
Do you have any financial, business or personal interests that could conflict with the business interests of LumiraDx and LumiraDX Care Solutions UK Ltd?	Yes	No
If yes please provide details:		
Are you related to or a friend of any employee of LumiraDx Care Solutions?	Yes	No
If yes please provide details:		

Please provide details of your employment history with the most recent first. Please include any gaps in employment e.g. periods of unemployment or travelling.

Employment History	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	

Employment History	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	
From (MM/YY):	
To (MM/YY):	
Employer's name & address:	
Job title:	
Brief description of duties:	
Reason for leaving:	

Other Relevant Experience
Please tell us of any other experience that you think is relevant to your application:



Suitability for the Role

Using the job and person specification please tell us why you are the most suitable candidate for the position:

Criminal Convictions		
Date	Offence	Sentence (include suspended)

Financial Information
<p>Have you ever been declared bankrupt or had any CCJs registered against you? Yes / No</p> <p>If yes, please provide full details</p>

References		
Most recent employer or college		
Name:		
Job title:		
Organisation:		
Address:		
Telephone number:		
E-Mail Address:		
May we contact this referee prior to a job offer being made?	Yes	No
Second referee (previous employer or college)		
Name:		
Job title:		
Organisation:		
Address:		
Telephone number:		
E-Mail Address:		
May we contact this referee prior to a job offer being made?	Yes	No

Should you be invited to an interview you will be required to sign and date a printed copy of this completed declaration?

Declaration
<p>I declare that the information contained in this form is accurate and complete. I understand that any false or misleading statements may result in the refusal or</p>



Declaration	
termination of employment by the company and any offer of employment is subject to satisfactory references being obtained.	
I authorise LumiraDx and LumiraDX Care Solutions UK Ltd to contact my referees.	
Applicants signature:	
Print name:	Date: