UX Designer

Government Information Services, Information and Knowledge Services

Role Purpose

The role will have responsibility for working with agencies to agree an information architecture and digital design that best meets user and agency needs.

- **Reporting to**: Capability Manager
- **Location:** National Library, Cnr Molesworth & Aitken Street, Wellington
- **Salary range**: Information Technology Band H

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

We make it easy, we make it work
- Customer centred
- Make things even better

We're stronger together
- Work as a team
- Value each other

We take pride in what we do
- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

INTERNAL AFFAIRS
Te Tari Taiwhenua

What you will do to contribute	As a result we will see
Design for digital • Provide user-centred design solutions to make digital information easier to find, access and use – taking into consideration the needs of a range of users e.g. low literacy, visual and hearing impairments etc. • Ensure design principles, standards, methodology, practices and tools that are fit for purpose. • Work with colleagues to conduct user research and testing and integrate it so it forms part of the design and development process. • Advise on the web design elements of pieces of work.	• Product content and functionality will continue to grow and evolve based on evidence of user need. • Contribute to GIS reputation as a leader in digital design. • GIS will lead the way in designing for people with low literacy and English as a second language and for people with disabilities.
Build capability across government • Advocate by doing - show the value of digital design by providing your expertise for the wider GIS team. • Share expertise and examples to show the value to digital design via blogs, case studies, workshops, conferences etc.	• Agencies across government will increasingly adopt customer centred digital design principles.
Stakeholder Management • Establish, build and maintain effective working relationships with key stakeholders both internally and externally. • Influence stakeholders who have not yet been introduced to design thinking concepts and the importance of user-centred design. • Understand the context of the government and wider digital technology landscape.	• Agencies increasingly using design thinking to create customer centred digital services.
Health and safety (for self) • Take responsibility for keeping self free from harm. • Follow safe working procedures. • Report incidents and hazards promptly and suggest remedies where appropriate. • Know what to do in the event of an emergency. • Co-operate in implementing rehabilitation plan.	• Health and safety guidelines are followed.

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/ lead	Deliver to
Internal	Product Owners	✓	✓	✓	✓		✓
	Technical Specialists	✓	✓	✓	✓		
	Delivery Managers	✓	✓	✓	✓		✓
	Content Designers	✓	✓	✓	✓		
	Capability Manager				✓		✓
External	Agencies	✓	✓	✓	✓		

Your success profile for this role	What you will bring specifically
At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist. **Keys to Success:** • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning	**Experience:** • Experience in user-centred design for digital. • Experience in delivering digital design that meets web standards and best practise digital design. • Experience in design for multiple devices, browsers, operating systems. • Significant experience in the design, development and implementation of complex digital services. • Experience in developing optimal customer experience, customer support and usability in digital service design. • Demonstrated experience in quickly gaining an appreciation of customer requirements. • Experience in user research and testing. • Experience facilitating design workshops with agency customers. **Knowledge:** • Knowledgeable of web trends and best practise digital service design. **Skills:** • Technical skills in HTML, CMS and digital design tools in order to collaborate with developers on system design and development. • Excellent interpersonal, influencing and networking abilities. • Ability to communicate clearly and concisely in a range of communication channels.

Your success profile for this role	What you will bring specifically
	• Ability to work at both conceptual and analytical levels (working on the big picture and working with others on the detail). • Strong problem solving, negotiation and organisational skills. • Able to inspire confidence, build momentum and bring others along with you. • Be comfortable working in an agile environment . **Education and Professional Memberships:** • Web /Interaction/UX/Service or VisuaL Communication Design degree or equivalent qualifications in digital design. **Other requirements:** • Ability to obtain a satisfactory MoJ Criminal Conviction check.