

POSITION DESCRIPTION

UX/UI Designer

EFT:	Full time, Permanent
Portfolio:	Social Innovation and Digital Inclusion
Reports to:	Senior Product Manager

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

As the UI / UX Designer at Infoxchange, you'll make a real impact on the lives of people across Australia through our award winning website, Ask Izzy and the Service Directory that drives it.

You will play a leading role in shaping the future user experience of the Ask Izzy application, and in promoting design practice within Infoxchange.

Our current projects include improving the Ask Izzy experience for young people, building a better landing page experience, and being a part of the team that develops the strategy and roadmap for a sustainable Ask Izzy application that delivers value to our all of our users.

You are an empathetic designer who is comfortable with the full spectrum of user experience activities, from the thinking and listening of user research, through to the doing of interface design. You are passionate about, and a champion for, the creation of accessible and intuitive digital experiences to meet user needs. You're comfortable working with people from a variety of backgrounds, and have experience in designing digital products and features.

The role will report to the Senior Product Manager and work closely with the broader Social Innovation and Digital Inclusion team, as well as our in-house team of developers.

Externally, you will build trusting relationships with our partners, and design thoughtfully for those that need Ask Izzy most

Key working relationships

Internal

- » Product Manager – Ask Izzy
- » Senior Product Manager – Social Innovation & Digital Inclusion
- » Technical Services Team
- » Social Innovation & Digital Inclusion Manager
- » Marketing and Communications team

External

- » Corporate partners
- » Community organisations
- » Project advisory groups
- » People at risk of or experiencing homelessness

Key duties and responsibilities

- » Gathering and evaluating user requirements, in collaboration with product managers.
- » In collaboration with product managers, conducting user research and usability testing to validate and inform design decisions.
- » Creating design artefacts and prototypes to test, explore, and communicate concepts.
- » Designing functional user interface elements and interactions.
- » Working closely with our in-house development team to deliver quality work.
- » Co-ordinating co-design and/or user experience workshops and interviews, and transcribing requirements and user stories to inform product development.
- » Supporting the delivery of the key digital products within the Social Innovation and Digital Inclusion team.

- » Working with the Infoxchange marketing and communications team and provide content for project case studies, social media and other communications media and collateral as required.
- » Proudly representing Infoxchange and our partners at events across Australia.

Key selection criteria

To succeed in this role at Infoxchange, you will have/be:

1. 2 years of proven work experience as a UX/UI Designer. A portfolio that showcases UX/UI & visual design projects.
2. Experience in interaction design, prototyping, and visualisation tools.
3. Experience in co-design, prototyping and user experience research.
4. Experience in supporting the delivery of digital products based on business goals & user needs.
5. Excellent presentation, written and verbal communication skills to communicate research findings & ideas.
6. A strong commitment to improving opportunities for disadvantaged communities and individuals.
7. Passionate about taking a user-first approach in design.
8. A motivated, self-starter, with strong organisational skills – able to work independently and as part of a wider team as circumstances require.
9. A strong interest in new and emerging technologies.
10. Willingness to travel domestically

Employment conditions

- » Located at the Infoxchange Melbourne office
- » Inter or intra state travel as required
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.