

User Experience (UX) Designer

Permanent

Salary: £35,000-£40,000 dependent on experience

Reporting to: User Experience / User Interface Lead

About Us

At eConsult our mission is to transform the way that healthcare is delivered. We believe that our National Health Service should thrive. Our products are clinically-led and have been designed to enable our client practices to deliver safe and effective triaging. We are proud to say our products are widely adopted; eConsult is used in over 3,000 practices in the United Kingdom.

We are an innovative, ambitious and ethnically entrepreneurial business. We are currently looking for talented individuals to join our growing team.

Role Summary

As a UX Designer at eConsult, you will work on products that make a real difference.

Our products deliver positive, inclusive and secure experiences to patients and clinicians alike.

This role is collaborative in nature: you will work closely with our Product, UX and Technology teams to help bring our products to life. This role will take a lead on: the creation of concepts and prototypes, designing research activities to test them and working with stakeholders to identify pain points and introduce improvements.

Key Responsibilities

You will be responsible for:

- Creating and specifying product experience deliverables, including interactive prototypes, concepts and journey maps
- Helping to facilitate UX workshops and focus groups
- Considering a range of inputs (research findings, analytics, customer feedback, business needs) in creating great experiences
- Communicating user needs and design requirements to the Technology team
- Helping to develop a pattern library to support rapid product delivery and iteration

- Undertaking elements of research and user testing (including remote research) and interpreting results to inform design solutions
- Helping to translate research findings into actionable documents

Your Skills

To succeed in this role, you will need to be:

- Proficient with design and prototyping tools such as Sketch, Figma, InVision, Marvel and Adobe
- Familiar with component-based design
- Knowledgeable about UX research methodologies
- Familiar with the capabilities of HTML, CSS, JS and JS frameworks (such as React)
- Confident in your understanding of accessibility and inclusive design
- Committed to drawing insights from your grounding in cognitive psychology and behavioural science
- Able to analyse data to generate insights on how to best improve the user experience

Your Experience

We expect you to have:

- Comprehensive knowledge of user-centered design, and how design can meet brand, business and strategic objectives
- Experience conducting user research, competitor analysis and data analysis
- A portfolio to demonstrate your process and design skills
- Demonstrable experience of prioritising, estimating and self-managing workload
- Experience in effective stakeholder-management
- Beneficial: Bachelor's or Master's degree in Interaction Design, Human Computer Interaction, Cognitive Psychology or similar

In return, we offer:

- 25 days annual leave entitlement plus bank holidays
- Remote working for 2-3 days per week
- Life assurance
- Rewards for success; we are results driven and offer bonuses based on performance
- Contributory pension scheme
- A remarkable opportunity to join an ethically entrepreneurial business where you can



make a real positive to difference to our clients, their patients and society at large