Smartbox

Job Description

Job Title: UX/UI Designer
Location: Bristol, UK
Reporting to: UX/UI Design Lead
Contract: Full Time
Salary: Competitive, depending on experience

The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

Smartbox is looking for a talented UX/UI Designer to join our R&D team, creating products that transform the lives of disabled people across the world. Our flagship app, Grid, is an assistive technology platform that is highly adaptable for people with complex needs and has to work for a wide range of users - from children to adults and their families and clinicians.

You will be a key member of the R&D team, working alongside specialists in other disciplines to identify our customers' most pressing needs, determine product requirements and design solutions.

Your core specialism will be in UX and UI Design, but you will actively perform user research as the foundation for everything you do. You will be depended on day-to-day to conceptualise, craft and iterate on experience design, interaction design, visual design, and asset creation – from small feature improvements to whole products. You will play a leading role in the design of our next-generation products and design system.

You will deliver value for our customers and for Smartbox by designing great products that meet real customer needs.

Duties will include:
- Using lean UX techniques to rapidly produce and evaluate ideas and concepts – using prototyping, continuous user testing and feedback to discover great solutions and ensure our products make a difference.
- Continuously harnessing the skills, experience and creativity of the wider team in your work.
- Producing detailed designs and assets as needed by our software, content and hardware teams, including UI designs for our apps and content - documenting the rationale for your designs.
- Occasionally getting involved in packaging designs, manuals and documents for print, or using your understanding of UX to support projects in other teams.
- Working closely and collaboratively with software and content developers, providing hands-on design expertise, solving design problems, handling technical trade-offs, and ensuring UX excellence in their product output.
- Running User Research, and engaging frequently with all types of customers - end-users, their families, clinicians, partners, Smartboxers etc – to build a deep understanding of their needs. Organising and sharing your research findings so that the rest of the company can benefit.
- Maintaining a solid understanding of Smartbox's commercial needs and goals, and understanding how your work contributes to them.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes
- Good knowledge of UX/UI Design processes, methodologies and techniques.
- Good knowledge of accessibility best practices.
- Willingness to undertake a variety of UX/UI design and research tasks, and experience of the full product design lifecycle.
- Excellent prototyping and design skills, including the use of modern design software, and accustomed to creating detailed designs and assets for software developers.
- Experience in conducting user research and user testing.
- Ability to work both independently and as part of a team. Comfortable working in an agile environment across multiple teams.
- Ability to facilitate workshops to harness the creative thinking of the team.
- Ability to balance multiple projects, organise your time, focus and prioritise.
- Great verbal and written communication.
- Flexible & enjoys a busy, fast-paced environment.

Useful skills/attributes
- Excellent skills in Adobe CC – specifically Illustrator, InDesign and Photoshop.

- Knowledge and experience of Assistive Technology. Bonus points for the experience of Augmentative & Assistive Communication (AAC) and familiarity with Grid 3 / Grid for iPad or other AAC software.
- Clean driving licence.

Rewards and benefits
- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- Laptop provided.
- Annual Charity Day.
- Long Service Award.
- Complimentary theatre and cinema tickets to Malvern Theatres.
- 25 days holiday plus public holidays.
- Onsite parking available.
- Office snacks.
- Flexible working.
- Training and development opportunities.
- Cycle scheme.
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year.

We're committed to creating an inclusive culture, encouraging diversity of people and thinking. Anyone can find a home at Smartbox – we would love for you to apply. ❤️

Please outline your experience and ability to excel in this role within your covering letter.