

job description

Role: UX Consultant

Department: Digital

Location: Hartlebury

Salary: Negotiable

Your reason for being here...

Everyone here at DRPG has a purpose, and yours is to help us and our clients understand what we should be creating and doing to their Digital platforms, based on what their users need.

The way you roll...

You've got a passion for all things UX with a head for research, analysis and problem-solving. Curious and always keen to understand the 'why' you love to get stuck into new projects, delving into the deepest, darkest corners of systems to understand what they do and why. When you're not auditing products, you're getting inside the heads of potential users to learn what they need and want from the system (and what they don't!).

You pull all this data together with your expert knowledge to educate our clients and advise them on the best course of action. You also put it to good use helping the rest of the teams to craft a solution that fits as many people's needs as possible.

It's a fast-paced agency life with lots of different clients and markets, so you're able to adapt to these quickly and flick a switch to jump between projects. Your determination to succeed and provide excellent customer service will make you stand out from the rest. Don't be afraid to show us how good you are!

How you make it all possible...

- Planning and running user studies such as focus groups and user testing, sometimes independently and sometimes alongside our Research & Insights team
- Engaging with stakeholders, running meetings and workshops to understand their requirements and aspirations
- Auditing existing platforms and systems that our clients bring to us, to understand what they do, what works well and make recommendations for enhancement (be it optimising what's already there or building something new)
- Defining optimum user journeys and top-level system requirements alongside our UX Designers and Software Engineers

- Compiling dossiers of your findings to present back to our clients and stakeholders, telling them what you've found and what they should do next
- Working with our Sales and Digital Marketing teams to create the perfect package that works for each client and project
- Keeping on top of industry developments and trends to continually develop and enhance our service offering (with support from the UX Manager)

What's in your toolbox...

- A master of UX principles, dos, and don'ts
- Great soft skills. A real people person, who can easily speak to new people and connect with them
- An expert working directly with clients, stakeholders, and end-users, be it one-to-one or as a group
- The ability to collaborate with UX Designers and Software Engineers, summing up the findings from your research to support the design and development processes
- Proficient in testing tools like Morae and Lookback.io, as well as using macOS (any other tools you can bring to the table are a bonus!)
- Familiarity working with analytic platforms like Google Analytics and Hotjar to extract and interpret data that supports your decision making
- An understanding of basic development and design principles for effective collaboration with our wider Digital team, and to steer solutions in-line with time and budget constraints
- A super eye for detail to spot the little things that make all the difference (in both the data you review and the work you produce)
- Excellent organisation to plan and coordinate the research element of projects and keep everything on track (sometimes with the support of a Delivery Lead or Project Manager, sometimes independently)

Get to know us...

We're one of the most unexpectedly all-round capable communications agencies that's been on the go for years – ever since our head honcho set up shop in a shed back in 1980, in fact.

Since then, we've made it our mission to make anything possible for our many and varied clients, putting our creative flair into delivering strategic communication campaigns, digital solutions, film and videos, events, exhibitions, and a whole lot more in between. We've grown a lot, but we've kept everything that made us great, back from the very day we first started out. Our global HQ and largest studios are smack bang in the middle of the UK and well worth a visit to see for yourself!

Hang on, there's more...

The role will be based primarily in Hartlebury, but there will be times when you'll need to work from our other offices, visit our clients and undertake other related commercial duties both in the UK and overseas. Flexibility is key!

We're a friendly team. We really, really welcome anyone who wants to become part of a brilliant company. If you're passionate with a cracking drive to deliver on our 'anything's possible' mindset, we'd love to hear from you!

DRPG is an equal opportunities employer

Data Security (not super exciting, but necessary)

At all times you must work within the guidelines set out in the DRPG Information Security Policy and your Employee Confidentiality Agreement. Failure to do so may be treated as gross misconduct.

You must also work within the guidelines set out in DRPG's Health & Safety Policy and Team Handbook.