

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



JUNIOR UX DESIGNER

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best

UK Charities to Work For, and one of the top 75 Best Large Companies in London.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all of our people and volunteers. We have a friendly and inclusive culture, with a range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy here [EDI Strategy Branded version 22 March 2023.pdf](#).

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: Junior UX Designer

Contract type: Fixed term 12-month contract

Hours: 35

Band: 6

Key relationships (internal and external):

Content, Digital, Product Owners, Digital and Content Services, Development and SEO agencies, people with diabetes

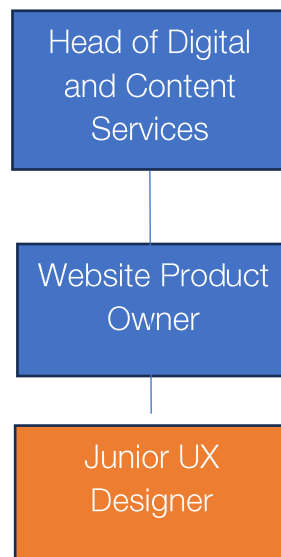
Key focus of the role:

You will work with teams across Diabetes UK to design and test content and tools for the Diabetes UK website that support our major areas of work. Collaborating with teams to design UX improvements and working with the development agency to implement them on the website, you'll support the delivery of a new website roadmap with high performing, designs that engage our multiple website audiences.

Directorate and team

This role sits in the Digital and Content Services team in the Services, Communities and Improvement Directorate.

Department



Person specification

All jobs at Diabetes UK are based on

- The key activities you'll undertake and
- The skills, knowledge, experience and behaviours you need to be successful in this role

You will be able to:

1. Work with the Digital and Content Services Team to design and test UX improvements to the Diabetes UK website; particularly the information and tools aimed at people with diabetes and those affected by it.
2. Work with the Website Product Owner to provide key UX design insights and wireframes to inform a website strategy and roadmap.
3. Support the Website Product Owner in working with our external development agency to deliver improved website designs and functionality. This includes overseeing UX designs and tweaks with the development agency.

4. Work with the Content Team to identify bugs and UX issues, researching and providing solutions and working with the development agency to implement fixes.
5. Contribute towards the Product Owners' group and work with other UX leads in Digital and Content Services to align UX design approaches.
6. Oversee the UX testing tools for the website including Hotjar and Treejack.

You will have experience in:

- UX design skills gained through academic study or in the workplace.
- Examples of UX design based on a balance of user research and business goals that have improved the experience for the intended audience.
- Experience of liaising between internal teams and agencies to develop and implement new designs or seeing a piece of UX design through end to end as part of UX design study.

You will have skills in:

- Creating wireframes to test and improve content and tools on the Diabetes UK website.
- Using effective time management and prioritisation to manage multiple projects to tight deadlines.
- Using data and insight to improve the website UX and create engaging experiences for website users.
- Working with different teams to understand team priorities and strategic aims and using excellent UX design to balance this with tools and content that website users want to use.

You will have knowledge:

- Proficient in UX design: Wireframing, designs based on user research and data, iterating designs through user and team feedback.
- A good understanding of using user research and its impact on design; focus groups, user testing, GA4 and testing tools data.
- Experience of web design tools: e.g. Figma
- Experience of testing tools. E.g. Hotjar, Lookback, Treejack
- Website accessibility and its impact on design.

The best person for this job will be (behaviours):

- Someone with a collaborative approach to working with a variety of teams to deliver UX improvements to the website
- Focussed on problem solving and meeting the needs of users.
- Committed to keeping up to date with best practice in UX design and sharing learning with teams and peers.
- A strong communicator able to explain UX concepts to teams unfamiliar with the discipline.

Qualifications/professional membership (if applicable):

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



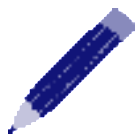
Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.



Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



Annual season ticket loan

Annual season ticket loan* (on completion of your probation period and if contract is permanent or longer than 12 months).



Cycle to work scheme

Cycle to work scheme.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

