

## Job Description

Role Title: UX Consultancy Lead

Contract Type: 2 Year Fixed-Term Contract

Hours: 35 (full-time)

Band: 4

Key Relationships:

Internal – Colleagues in Digital Team and IT, product owners, marcomms, innovation, finance

External – UX clients, partner UX agencies, external IT support, key contacts at target charities.

Key focus of the role: Developing a commercially successful UX consultancy business for Diabetes UK. Winning and delivering against UX consultancy contracts for external clients. Leveraging the network of the wider organisation, furthering relationships with our existing clients and exploiting their own commercial relationships, the UX Consultancy Lead will seek to build a credible portfolio of advisory work and presence in the industry that will allow them to grow their business unit into a full-spectrum UX consultancy brand that can ultimately operate profitably independently of its parent.

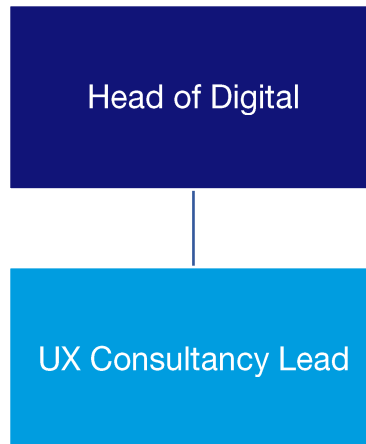
### Directorate and team

This role sits in the [Digital team](#) in the [Engagement & Fundraising Directorate](#).

### Department



## Role and reporting Line



All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- The key activities you'll undertake (**the What**) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (**the How**)

### Key activities – What you need to do

1. Develop a new business unit delivering high quality consultancy outcomes to external clients across a variety of potential request types, including strategy, research and design frameworks.
2. Identify forward growth opportunities and set commercial and internal objectives for the unit. Develop an appropriate execution strategy and align appropriate internal resources to ensure delivery against these goals.
3. Pro-actively seek out and win external client business, pitch capabilities to external parties and forge new networks; develop a framework to ensure maximally efficient crossover with other internal teams, both for lead generation and onward leverage of newly acquired relationships and information.

4. Design and develop a strategic suite of product offerings for external clients for active marketing. Manage workshops, sprints, etc for external clients, as well as delivering structured sessions (webinars, tastings etc) to help build the business.
5. Act as an internal change agent, leading Diabetes UK to a higher level of UX maturity. Engage with teams across the organisation to imbed best UX working practices into their operations, and to create methodologies for measuring their impact. Engage with internal UX projects (client workload permitting) to help evolve the UX culture within Diabetes UK.
6. Manage the UX Lab supervisor and ensure their development and acquisition of a commercially valuable UX skillset. Develop forward development and hiring strategy for growth of the team and business, creating in time an experienced high-level multi-consultant team.
7. Continue to develop own skills both in UX capabilities (pacing developments in the wider market) and in business leadership, to ensure capacity to successfully manage larger, more senior and more multi-discipline team.

### **How you need to do it (the How)**

#### **Skills**

1. Strong, broad UX skills and experience, to deliver confidently against a variety of potential project types for clients.
2. Able to multitask efficiently to work against multiple parallel objectives within a small team.
3. Commercial mindset, and able to both develop a strategic vision for the forward growth of the business and to successfully execute the pursuit of profitable opportunities.

## Knowledge

1. Full understanding of all aspects of UX consultancy essential.
2. Strong understanding of the UX marketplace – its client and competitor networks, pricing norms, operational standards, specialisms and opportunities.

## Experience

1. Significant experience of working in a UX consultancy role, either on a freelance basis or within a larger organisational set-up
2. Experience of leading pro-actively within a small team to build towards a larger opportunity.
3. Senior client-facing experience; marketing and pitching to decision-makers at target organisations; presenting consultancy outputs to clients; engaging with senior internal leadership to win support and maximise opportunities.

## Behaviours

1. Confident self-starter, able to act on initiative and to set goals and objectives for others. Able to drive a project forward.
2. Good client manner, capable of presenting professionally to senior counterparties.
3. Well organised and diligent, able to manage workloads against client expectations and to deliver to a highly professional standard.
4. Collegiate, a team player and a leader, able to bring others along in pursuit of challenging targets.

## Qualifications/professional membership (if applicable):

None