

Job Description

Role Title: UX Studio Supervisor

Contract Type: Full Time (Fixed for 2 Years)

Hours: 35

Band: 7 (£23,876 to £26,528)

Key Relationships:

Internal – Colleagues in Digital Team and IT, product owners, facilities management, finance

External – UX clients, partner UX agencies, external IT support, suppliers (such as caterers), key contacts at target charities.

Key focus of the role: To facilitate all aspects of maintaining and running the UX lab, as well as helping in efforts to grow the user base. The role involves booking UX research sessions for internal and external clients and acting as concierge during their visits. The role will also require maintaining the physical lab environment (both presentability and tech set up), with associated front-of-house, operational and administrative duties.

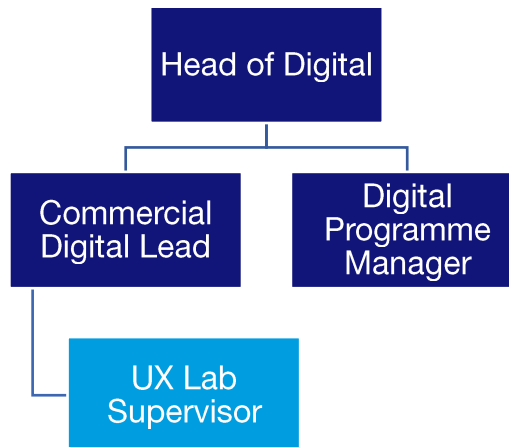
Directorate and team

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. Organise and facilitate bookings for internal and external clients for our UX Lab research facilities
2. Welcome clients and oversee their time using the lab, ensuring a high quality experience with us
3. Act as liaison for technical support to ensure smooth running of research sessions and be proactive in fixing issues which can be addressed without external support.
4. Complete any associated follow-up from sessions, including the invoicing of external clients and collating feedback.
5. Assist with the active marketing of the facilities, helping us to increase our business with external clients.

How you need to do it (the How)

Skills

1. Strong customer-facing skills, comfortable with clients of varying levels of seniority.
2. Calm and confident when needing to resolve urgent service issues.
3. Thorough and diligent administrative qualities, with eye for detail.

Knowledge

1. UX knowledge preferred but not essential
2. Good understanding of software and hardware involved in a UX Lab, such as streaming software, mic and camera set-up etc.

Experience

1. Experience in a client-facing role, either within a business setting or within the service sector.
2. Experience of managing administrative duties for a team, such as running bookings, invoicing, raising and resolving IT tickets, scheduling across departments

Behaviours

1. Energetic and enthusiastic self-starter, with confidence to act on initiative when needed.
2. Organise your time and workload to meet deadlines in a calm manner
3. Communicate clearly with others in a way that shows you are aware of their needs and preferences
4. Professional and positive manner with clients

5. Adaptable and proactive approach to problem-solving

Qualifications/professional membership (if applicable):

None