**POSITION DESCRIPTION**

**Research Projects – CSOF5/6**

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| Advertised job title | User Experience Designer |
| Job reference | 72799 |
| Tenure | Indefinite, full-time |
| Salary range (based on experience) | Salary level CSOF5 - AU$98k to AU$106k per annum, plus up to 15.4% superannuation Salary level CSOF6 - AU$113k to AU$132k per annum, plus up to 15.4% superannuation |
| Location(s) | Sydney, Melbourne, Canberra or Brisbane  (other locations may be considered) |
| Relocation assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens and Permanent Residents, and New Zealand Citizens; currently residing in Australia |
| Position reports to the | Team Leader, User Experience Team |
| Client focus - Internal | 20% |
| Client focus - External | 80% |
| Number of direct reports | 0 |
| **Enquire about this job** | Georgina Ibarra (Hiring Manager) – [Georgina.Ibarra@csiro.au](mailto:Georgina.Ibarra@csiro.au) |
| How to apply: | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

## Role Overview:

The User Experience Designer position will have an initial focus on programs of work that can develop and launch platforms for environmental science using data analytics and modelling, with applications in the real world. The position provides enhanced preparation, response, recovery and resilience for natural hazards, agriculture, and drought, and involves taking the user experience and user interface design from inception to delivery. It requires both independent and collaborative interaction with scientists, engineers, product managers and other user experience design practitioners. The role also includes the application of co-design principles and methodologies to engage stakeholders and users in the solution design process and encourage their investment in the outcome.

The User Experience Designer will join the User Experience team in Data61’s Product & Design Group to work across a range of projects within multidisciplinary teams. These teams comprise scientists, engineers, product managers, and Business Development and Commercialisation specialists who design, develop and deliver impactful science and technology into a range of domains. Through presentations, blogs and practical demonstration, the role facilitates the educating of CSIRO staff and the innovation ecosystem on good user experience practise, and continuously improving the team’s capability via transfer of knowledge and experience-based learning.

## Duties and Key Result Areas:

* Initiate discovery activities to extract an early understanding of project requirements including problem/opportunity, user definitions and value propositions.
* Plan, run and report on user research, converting insights into product requirements that can inform solution exploration and development.
* Ideate and refine data focused solution designs – workflow analysis, information architecture, sketches, wireframes and production ready user interface and interaction designs.
* Understand iterative and lean user experience design practices, contributing to interdisciplinary teams adopting agile methodologies and ways of working.
* Work collaboratively with a range of different disciplines across both CSIRO internally and with external partners to ensure that identified goals are achieved, both on a project level and an organisation level.
* Ensure work is implementable to a professional quality level.
* Stay aware of industry developments in digital platforms and design and share this new knowledge back to the organisation.
* Contribute to the design team culture and expertise and to the understanding of UX across the business through demonstration, delivery, presentations, blogs or other channels.
* Some domestic travel will be required to engage with users/customers and conduct any related research activities in person, when it is possible and safe to do so.
* Communicate openly, effectively and respectfully within and across teams, and with key stakeholders, in the interests of good business practice, collaboration and the reputation of both CSIRO and Data61.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

**For appointment at the higher salary level (CSOF6), duties will also include:**

* Management of complex stakeholder and customer relationships, with particular attention to assembling and/or developing reference or beta groups to draw on regularly for customer and user insights.
* Influencing teams and building strong relationships with a wide range of internal and external stakeholders.
* Guiding and supporting junior to mid-weight user experience designers in the User Experience team.
* Co-ordination and management of external design contractors (on occasion).

## Selection Criteria:

*Under CSIRO policy only those who meet all criteria can be appointed.*

1. **Education/Qualifications:** A relevant tertiary qualification or equivalent solid career informed skills development in user experience design.
2. **Relevant experience:** Proven expertise and skills in user experience design with a portfolio of work and case studies describing the individual contribution and process followed.
3. **Communication:** Exceptional communication skills, both written and oral, including the ability to anticipate the interests and knowledge level of an audience and present information and feedback accordingly.
4. **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment, and sound interpersonal skills as evidenced by the ability to work effectively and collaboratively within and across teams.
5. **Adaptability:** The ability to effectively manage a number of competing priorities simultaneously, and carry out non-routine tasks with minimal supervision.
6. **Problem Solving:** Proven ability to anticipate problems in ambiguous situations, develop appropriate solutions based on thorough evaluation and interpretation, and justify the conclusions with reasoned arguments**.**

## Essential Criteria:

1. A relevant tertiary qualification or equivalent solid career-informed skills development in user experience design.
2. A minimum of 5 years’ relevant professional career experience as a ‘generalist’ user experience practitioner.
3. Hands-on commercial or applied experience in a production role.
4. Demonstrated ability to lead both early and mid-stage user research (e.g. contextual interviews, usability testing, etc) and to take a disciplined approach to the capturing and communication of insights (e.g. affinity mapping, user personas, customer experience mapping, etc).
5. Demonstrated ability to deliver a range of low and high-fidelity solution designs for testing with users, and subsequent implementation with development teams.
6. Demonstrated ability to align solution designs to user types and scenarios by producing an appropriate level of conceptual communication (e.g., user scenarios, user flows, user stories, etc).
7. Practical experience with Agile and Lean design and development methods including design sprints and rapid prototyping.

**Additional essential criteria for CSOF6 appointment:**

1. A minimum of 2 years’ experience in a senior user experience designer role.
2. An understanding of the business side of user experience design, including experience balancing stakeholder requests with user needs, conceptualisation and prioritisation under pressure.
3. Demonstrated experience in facilitating and synthesising stakeholder workshops.
4. Proven history of independently leading end-to-end UX project activities.

## Desirable Criteria:

* Professional level skills using UX software including Sketch, Invision, Dovetail app, Miro (for example).
* Knowledge and experience working in a science related or R&D field.

## Competencies:

1. **Teamwork and Collaboration: Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.**
2. **Influence and Communication: Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.**
3. **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
4. **Judgement and Problem Solving: (CSOF5)** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.

**(CSOF6)** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.

1. **Independence: (CSOF5) Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.**

**(CSOF6)** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.

1. **Adaptability: (CSOF5)** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

**(CSOF6)** Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

**Special Requirements**

* The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
* In the future this role will require domestic travel to regional locations, when it is safe to do so. In the current COVID situation this is not a necessity, however, if and when domestic travel is again possible, face to face user/customer research is the preferred mode when conducting research engagements or activities.

## About CSIRO:

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) for more information.

Find out more about CSIRO’s [Data61](https://www.data61.csiro.au/).

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* 1. People First
  2. Further Together
  3. Making it Real
  4. Trusted