



User Experience Designer (contractor)

JustGiving, the UK's leading online fundraising platform, is seeking a highly-collaborative, creative and passionate User Experience Designer to join our team. This is a contract role based in central London.

About us

JustGiving is the UK's leading provider of online fundraising services to charities and their supporters. We currently have around 8000+ charity clients and over 8 million users of our online services. Since our launch, we have helped ordinary people raise extraordinary amounts of money, over £1billion, for the causes that they care about.

We think JustGiving is an interesting place to work. We have a pretty flat structure, with people working in multi-disciplinary project teams to get things done. Everyone who works here has a voice and a stake in the business. We have unusual investors, who believe in growing our business in a balanced, sustainable way (they have yet to take a penny of profits out of the business).

About the role

As part of the JustGiving UX team, you will use your extensive experience to help build simple and elegant products for JustGiving's digital offering across the web, mobile and social networks.

Working in fast-moving, focused product teams alongside product managers, copywriters, visual designers and developers, you will be responsible for leading and managing all UE activities on often complex projects. You will conceptualise, test and realise products and features which are simple, engaging and a delight to use.

You will:

- Create the information architecture of transactional, informational and marketing areas of the JustGiving website and related services.
- Research and understand target audience needs, tasks and goals and be able to translate them into great concepts.
- Work collaboratively with visual designers, copywriters and developers in Agile teams to create experiences that engage both new and existing users.
- Build prototypes at different levels of fidelity (both paper and digital) for demonstration and testing purposes.
- Be confident presenting your designs and decisions to stakeholders at all stages of the product development process.
- Work closely with business leads to analyse, improve and optimise existing user journeys.

About you:

- You have at least 4 years working in a similar role within in multi-disciplined, results-focused teams.
- You've got experience quickly producing elegant and easily-understood diagrams, process maps, functional prototypes and wireframes both on paper and using a tool such as Axure, Visio and/or Omnigraffle as necessary.
- You're a strong advocate for user-centred design and are able to deploy a range of techniques to ensure user and stakeholder needs are aligned.
- You're flexible and adaptable by nature and will be comfortable working to both linear project delivery plans and agile methodologies.
- You have experience of usability testing and running focus groups.
- You have excellent written and verbal communication and presentation skills.
- You must be a great team player but also able to work on your own as required.



- You need strong organisational skills and have a keen eye for detail.

In return for everything that you can bring, we pay competitive market rates and can offer you an exciting, challenging role in a growing business that's part of something bigger, with plenty of opportunities to learn – and of course enjoy it at the same time.

Are you the one we are looking for? If this sounds like you, please send your CV to jobs@justgiving.com, together with a covering letter describing why you think you are the right person for us. We embrace diversity in our applicant's backgrounds. The successful applicant will have eligibility to work in the UK.