



Summary

<b>Job title</b>	Head of User Experience
<b>Division</b>	University Administration and Services
<b>Department</b>	IT Services
<b>Location</b>	Central Oxford
<b>Grade and salary</b>	Grade 9: £52,815 - £61,198 per annum with a discretionary range up to £66,857 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	2 Years Fixed-Term-Contract in the first instance/Secondment
<b>Reporting to</b>	Deputy CIO
<b>Vacancy reference</b>	168117
<b>Additional information</b>	

The role

The purpose of this role is to lead the strategic development of user experiences and journeys across the University’s digital ecosystem and to build a team to support and develop this.

A key focus of the University’s Digital Transformation Programme is to put user experience (UX) at its heart, ensuring all users who interact with our services encounter usable, accessible, and cohesive offerings that are well-designed, intuitive, and with their needs in mind. To this end then the programme is funding the creation of a user experience team made up of new posts but also with the ability to second in existing posts from various units. It is envisaged this new team will sit within the newly formed Digital Design and Governance unit that oversees and supports all of the digital services offered within our new Governance structures. The team will be expected to work across all the new Portfolio Committees with Digital Portfolio Managers, Portfolio Leads, and Service Stream Owners to ensure a holistic approach to improving user experience and best practice are adhered to.

The postholder will be charged with building the team (designing its structure, recruiting, and seconding) and setting the strategy for user experience. The team itself will be expected to provide advice, technical development, but also monitoring of usability for all the services offered across the various portfolio committees (Research, Education, Administration, Engagement and Communication, and Technology). The team will ensure



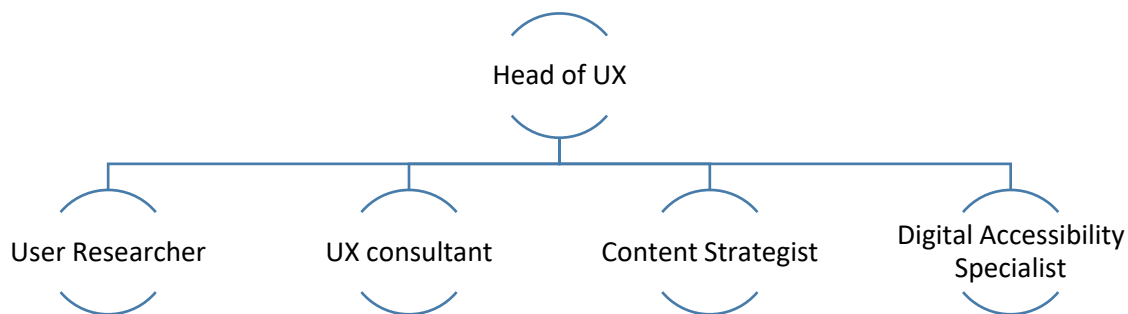
user journeys and experiences are mapped and enhanced across the portfolios to ensure the experience is as seamless and as best as possible. They will not only lead on user design issues (integration, user journeys, interface design), they will ensure accessibility requirements are met and enhanced wherever possible, but also feed into discussions around digital inclusivity to make sure the skills, training, and interfaces are available so that no user is left behind.

The postholder will build a high performing team through recruitment, coaching and line management and establish a User Experience strategy that will help create a direction for the team in the short term and into the future. This will also help define the activities the UX team should undertake in order to work in line with the strategy. Mechanisms will be defined to measure and report on a user experience to ensure that the team can check that they are delivering benefit and value to make changes were necessary.

A major part of the work in the initial stages will be to identify opportunities around the University operations that the UX team can enhance. This will help create case studies which can be used to further advertise the benefits of the UX team and help the team itself master their craft and develop over time.

The post is funded initially for 2 years, and the postholder will need to create the UX roadmap to shape the UX team activities for the next 2 years. The roadmap will be continually updated and should reflect the aims set out in the UX strategy that link into the University strategic aims.

### Team Structure



The Head of UX will lead a team of 4 FTE User Experience specialist roles to deliver the UX strategy and to create the initial user experience capability that will be cross cutting across the five portfolio operation areas: Education, Research, Technology, Administration, Communication and Information Dissemination.

The postholder will seek opportunities through user research activities to identification and cultivation of business opportunities to explore and enhance the key user journeys at Oxford, Students, Researchers, Administration staff, Visitors.

By cultivating strong credibility and links between the user experience team and key stakeholders across the University, by delivering reviews and updates for services streams and how user experience is rated and changes over time.

## Responsibilities

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#### Customer / User Focus

- Has a solid understanding of customer use cases and personas.
- Drives user experience and digital accessibility into the cross functional service and delivery team activities ensuring customer needs are considered and met.
- Delivers processes that are good at discovering customer needs and service design options.
- Understands how journey mapping can bring service streams and products into alignment for good user experience end to end in an overall process breaking down siloed services.
- Supports pragmatic processes for enacting digital accessibility as a business-as-usual activity across the University
- Sets standards and expectations for third party software suppliers in regards to user experience and digital accessibility.

#### Team Leading and Management

- Lead the establishment of the User Experience Unit and subsequently line manage team leads
- Create a business model for the User Experience Unit that includes digital accessibility
- Working with Digital Portfolio Managers, Portfolio Leads, and Service Stream Owners establish and develop mechanisms by which user experience become embedded and monitored across all the Portfolio Committee decisions
- Set and manage the budget for the User Experience Unit (currently set at c.£500k per annum)

#### Stakeholder Engagement

- Oversee a strategic review of the University's audience-facing digital ecosystem and establish a vision and framework for how it should look in the future
- Develop and maintain relationships with key internal stakeholders
- Develop and maintain relationships with key external digital partners
- Develop and embed user experience and inclusive design and monitoring across all Portfolio Committees
  - championing and being a main advocate for proper user experience
  - working with stakeholders' source requirements for the unit
  - provide feedback on initiatives and priorities across divisions
  - offer peer support

#### Strategic Planning

- Lead the development of a user experience strategy. To cover:
  - Building support capability in portfolios and operating units across the University
  - A sustainable business model
  - Inclusive and accessible digital services
  - User experience and accessibility testing
  - User experience engagement and behaviour monitoring
  - Persona development
  - Approaches to third party software and customised products
  - User journey analysis and design
  - Accessibility compliance and regulations

- Monitor and review progress of the strategy, working closely with the Head of the Digital Design and Governance Unit and the rest of the team

#### Communications and Collaboration

- Work in close collaboration with the Head of Digital Design and Governance Unit
- Work in close collaboration with all the portfolio leads and establish support/monitoring across all the Portfolios
- Work closely with colleagues in PAD and other Communications teams around the development of a student hub, staff intranet, and University web sites.
- Develop a close working relationship with central purchasing to develop and improve software selection processes and procedures for usability and accessibility.
- Develop relationships with colleagues involved in digital accessibility including the Disability Advisory Service and the Digital Accessibility Working Group

#### Selection criteria

##### Essential selection criteria

1. A high level of general education to at least degree level or equivalent.
2. Experience of User Experience activities and can demonstrate a genuine passion for creating great user experiences in a digital environment.
3. Excellent communication skills, both written and verbal, with the ability to interact with staff at all levels of the collegiate University, recognising the demands of an academic environment and the specific challenges that these present.
4. Proven leadership and influencing skills, with a high level of cooperation between all members of the work group.
5. Previous experience of establishing, managing and motivating team, and of working effectively as part of a wider, multi-disciplinary team.
6. Strong analytical and problem-solving skills, with the ability to see the bigger picture. Ability to prioritise work across competing organisational priorities based on business needs and issues.
7. Experience of managing relationships with delivery partners and suppliers (including vendor delivery and contract management).
8. Demonstrable ability of financial management, in particular, project budget oversight, contract negotiation, and ability to report on finances.
9. Understanding of innovation and how to develop new ideas to improve process or product, and is able to prepare implementation plans.
10. Strong understanding of user experience best practice
11. Strong understanding of accessibility requirements and legislation including experience of the public sector accessibility regulations 2018, and its implications for the University.
12. Understanding of WCAG 2.1 web accessibility tool requirements.
13. Values diversity and difference and encourages others to do the same. Operates with integrity and openness.

## Desirable selection criteria

1. Experience of working in an HEI or similar non-commercial organisation
2. Agile experience
3. Experience of running a change programme.
4. Experience of working with Government Digital Services (GDS) service delivery framework (or comparable system).

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive

constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

## University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly [hr@it.ox.ac.uk](mailto:hr@it.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82**, which with effect from 1 October 2023 will be 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

### Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).