

Job Title: Product Manager, UX
Location: HQ, Wallingford, Oxfordshire
Business Area: Product
Reports to: Head of Product



About GTI:

We aim to help students realise their potential in the world of work through technology, content and tools. That's not an easy thing.

We believe in understanding students and partnering with employers, universities, schools and other technology providers.

It's about students finding the right role and employers finding the most suitable candidates. But its more than that – it's about helping young people discover options, develop and build confidence.

The Role Aim:

Own the user experience across platforms and devices, working collaboratively with design and engineering teams to bring product science and rigour to the UI/UX. From user research and discovery, to UX/UI and interaction design; this is a highly autonomous role for a UX Product Manager to come in and make a big difference! Combining behavioural science, user feedback, accessibility standards and browser/device expertise the remit is to ensure GTI delights, engages and grows its audience. It's a key role with unique opportunities to influence the future of our products.

The Role Outcomes:

- **Increased conversion at core touch points across GTI's platforms with end-to-end funnel tracking and reporting**
- **Increased customer satisfaction with the user journey through NPS and focus-group workshops**
- **In-depth understanding of the front-end application architecture to inform CRO approach**
- **Continuous front-end experimentation and CRO activities with full roadmap and stakeholder RACI**
- **Established methodologies for understanding and interpreting user behaviour and interactions (personas, hypotheses, experimentation, analysis and communication...)**
- **Maintain and grow relationships with key stakeholders throughout the company**

Main Duties and Responsibilities:

This multi-faceted role will include

- Working closely with our Head of Product, Design and Engineering teams to deliver continuous UX improvement through transparent product development, testing, feedback and change.
- Own business critical, user-facing projects from ideation and high-fidelity prototypes through to post-launch analysis
- Applying behavioural science to GTI's product design, navigation and accessibility
- Supporting design teams to create intuitive and elegant UI & UX solutions that support the product evolution and business requirements
- Championing user interaction and product KPIs through experimentation and data
- Analysing user behaviour and data to inform navigation structure and information architecture
- Leading robust experimentation cycles to deliver incremental wins and personalised experiences

- User profiling and optimising product flows to reach our KPIs
- Mapping essential and secondary user journeys
- Auditing existing user experience frameworks and troubleshooting pain points

Person Specification:

This role combines data analysis with a highly creative, disruptive user-centric mindset. To excel in this position, you will need to be a dynamic and technically skilled Product Manager with excellent UX, communication and interpersonal skills. You will need to bring high energy and thrive in an environment of rapid change and ambiguity. We're hands-on, humble and curious. We challenge ourselves continuously, soundboard off each other and care passionately about creating career opportunities for our users through collaboration.

- A phenomenal communicator, visually, verbally and in writing. Able to form relationships with a diverse set of colleagues, motivate and bring people with them
- An “end-to-end” product designer, able to bring tried-and-tested UX methods to bear on product challenges and facilitate the development of high-quality features
- Naturally curious with an instinctive understanding for users, extracting meaningful insights and analysing data to inform product design decisions
- A creative UX expert able to understand the essence of problems and design elegant solutions
- Balance speed and quality, with a relentless focus on execution and tangible results
- Enthusiasm for new digital technology and future trends

Work Experience, Knowledge & Skills:

- Strong portfolio of mobile and web-based projects and interaction design.
- Proven track record performing UX research for design
- Strong experience of working closely with BI & Behavioural analytics tools within a CRO environment
- Proven skills in creating, running and analysing experimentation cycles
- Knowledge of Scrum and Agile development, working closely with engineering teams including backlog prioritisation and user story creation
- Experienced user of the latest product design tools
- Knowledge of relevant methodologies for understanding and interpreting user behaviour and interactions with technology
- Knowledge of accessibility standards and best practice design
- Survey methodology and market research experience
- High level understanding of a typical tech stack: frontend, backend, APIs

Desired

- Experience designing consumer-focused apps on iOS and Android.
- Familiarity with a form of development: web dev, app dev.
- Experience with design tools: Figma, photoshop etc.

Other Information

- Permanent role – 37.5 hours per week Monday to Friday 9.00 – 5.30pm
- 3-month probationary period
- Training provided

- Market leading benefits package: Contributory Pension up to 5% after passing the 3-month probationary period, Initial 25 day's holiday, enhanced maternity/paternity policies, life assurance scheme.