

Customer and User Experience Architect

Salary: £38,000 - £42,000 per annum depending on experience

Perm Full time - 35 hours per week

Hybrid Working – Home Based/Princes Risborough

We're Association for Project Management (APM). We're a professional membership organisation that sets the standards for the project profession. As a registered charity, we reinvest our surplus for the benefit of our members and the profession. We deliver education and develop qualifications. We conduct research and provide knowledge and resources. We run events and share best practice. We give people the opportunity to connect and provide community for our individual members and corporate partners, wherever they are. Above all, when doing so makes a difference, we challenge the status quo.

Job Role Overview

A fantastic opportunity has arisen for a Customer and User Experience Architect to join our team here at APM.

The Customer and User Experience Architect will sit within our Digital Team at APM and has key responsibilities to deliver our design process for change and support the delivery of new customer (CX) and user experience (UX) focused initiatives.

Responsible for analysing, identifying, and understanding customer behaviours, preferences, and pain points. Using their knowledge of Design Thinking methods and techniques, the Customer and User Experience Architect will work with Customer Data, SMEs and Stakeholders to map out our key Customer and User Engagement, Lead Journeys and Value Streams – helping APM better understand the needs of our membership and prospective members (both Individual and Corporate).

Qualifications

- GCSE English, Maths grade: A-C
- Recognised Certification \ Qualification(s) in CX|UX Design, Interaction Design
- A demonstrable career history working in a CX and UX role

Experience and knowledge

- Business Analysis
- Customer and User Experience design
- Business process analysis and design
- Journey Mapping
- Persona creation and application
- Lead Journey analysis and conversion strategy delivery
- Stakeholder management
- Conducting customer and user research
- Broad understanding of digital technologies
- Concept usability testing and gathering feedback
- CX | UX measurement techniques (qualitative and quantitative)
- Working with stakeholders at all-levels of an organisation
- Solving complex problems using design-thinking methods and techniques
- Interaction and experience design
- User Interface (UI) design

Skills

- Strong problem-solving and analysis skills
- High quality verbal and written presentation skills suitable for stakeholders across all levels of the organisation

- Workshop preparation and facilitation skill
- Applied knowledge of quantitative and qualitative research practices, using the correct
- A lifelong learning approach to developing CX | UX knowledge and skills
- Ability to multi-task across a range of projects with multiple stakeholders at different levels across the business
- Critical thinking, analytical, technical problem-solving skills
- Ability to finding tangible solutions to complex issues and to translate clearly in non-technical terms
- Proficient user of Microsoft Office applications

Why APM?

We're Association for Project Management (APM). We're united in our aim to help project professionals around the world deliver better projects, setting the highest standards for the industry. Ask our people what's great about working here and the views are unanimous. You'll be joining a community that's friendly and caring. We believe that good communication creates a culture that's open and fair. We ensure everyone at APM, regardless of their role, has a voice and knows they'll be listened to and treated with respect. We see everyone as individuals and champion diversity and inclusion, both within APM and across the wider project profession. You'll work in a collaborative environment that's thoughtful, considerate and positive. You'll be supported by your team and across departments so, together, we meet the high standards we set ourselves.

If you are interested in this opportunity and feel you have the necessary attributes, skills and expertise for the role, please send your CV and covering letter to e-mail: recruitment@apm.org.uk

We reserve the right to close the vacancy once we have received sufficient applications, so please be advised to submit your application as early as possible

At APM we are open to talking about flexible working arrangements and reasonable adjustments please reach out to discuss further.

Main benefits at APM:

- 25 days holiday (excluding all public holidays). This increases after four years' service.
- Private healthcare and dental cover is available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind'.
- Pension scheme offered in line with auto enrolment with up to 8% contribution from APM.
- Company sick pay scheme.
- Life assurance at four times the salary.
- Salary sacrifice schemes – pension, cycle to work scheme, additional annual leave (up to 10 days).
- Free parking on site.
- Employee Assistance Programme.
- Performance Related Pay (PRP) scheme. The discretionary bonus will take account of individual performance as well as APM's overall financial performance.
- One paid volunteering day per year.
- Hybrid/flexible working options are available dependent on job role. However, there is a requirement to come into the office 4 days per month.

