	Last Updated: / /		
Job Title	UX-UI Designer		
Faculty/ Department	IT Services	**Legal Entity**	University of Surrey
Job Family	Professional Services	**Job Level**	5
Reports To	Digital Productivity Manager	**Line Manages (role title(s))**	N/A

Job Statement

The UX Designer plays a critical role in improving digital experiences for students, staff, and external users across the University of Surrey. Combining user-centred design with front-end development skills, the role drives the creation of intuitive, accessible and engaging interfaces for websites, portals, and digital services.

Working within cross-functional digital teams, the post holder conducts user research, creates interaction designs and prototypes, and designs high-quality front facing interfaces according to University design standards. They collaborate closely with application owners, business analysts, engineers, and service teams to ensure digital services are designed around real user needs, meet WCAG accessibility requirements, and consistently deliver high-quality experiences.

The UX Designer provides specialist UX/UI expertise, generates creative and evidence-based design solutions, and contributes to establishing and continuously improving the University's design system, patterns, and usability standards.

Key Responsibilities

This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. Lead user-centred design activities, including user research, journey mapping, persona development, wireframing and rapid prototyping across a range of digital products and services.
2. Translate research insights into intuitive, accessible and visually compelling interfaces that align with University branding, digital standards and responsive design principles.
3. Design front-end components and interfaces using modern web technologies (HTML, CSS, JavaScript, design-system components) ensuring high performance, usability and cross-device compatibility.
4. Embed accessibility best practice (including WCAG 2.2 AA) into design and development approaches, conducting accessibility reviews and recommending improvements.
5. Collaborate with application owners, developers, content designers and business stakeholders to refine requirements, clarify user needs and ensure alignment across technical and non-technical teams.
6. Contribute to the development and governance of a University design system, reusable UI components, interaction patterns and visual standards.
7. Conduct and facilitate usability testing, synthesising findings and iterating concepts to improve user experience.
8. Provide specialist UX/UI advice and coaching to colleagues across the University, supporting a culture of user-centred design and continuous improvement.

N.B. The above list is not exhaustive.

Role Scope and Impact

This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

1. Accountability: Describe level of autonomy and decision making

   Works with a high degree of professional independence, applying UX and front-end expertise within broad project and digital strategy parameters. Expected to shape design approaches, recommend solutions, and make informed decisions where solutions are not obvious.

2. Problem solving: *Describe complexity and nature of problems handled.*

   Addresses complex design and usability challenges, interpreting ambiguous requirements and applying creative and analytical thinking to design effective solutions.

Supplementary Information

May be required to work flexibly at times to meet project deadlines or support critical service changes.
Works as part of multi-disciplinary Agile or Lean delivery teams.
Expected to maintain an up-to-date understanding of UX methods, interaction design, accessibility standards and emerging digital technologies.

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		
Degree or equivalent professional experience in UX design, digital design, human–computer interaction, front-end development or a related field. OR Demonstrable professional experience in a UX/UI design role.		E
Professional UX certifications (e.g., UXQB, Nielsen Norman, Interaction Design Foundation).		E
Accessibility certification or training (e.g., CPACC, WebAIM).		D
Agile or product delivery certifications (Scrum, Kanban, or equivalent).		D
Technical Competencies (Experience and Knowledge)	**Essential/ Desirable**	**Level 1-3**
Strong understanding of user-centred design methods, prototyping and usability testing	E	3
Experience conducting user research and translating insights into design recommendations	E	3
Proficiency in UX/UI design tools (Figma, Adobe XD, Sketch or similar)	E	3
Advanced HTML, CSS and responsive layout techniques	E	3
Good understanding of modern front-end patterns	E	2-3
Experience contributing to, or using, design systems and component libraries	E	3
Strong understanding of accessibility standards (WCAG) and inclusive design practices	E	3
Ability to interpret analytics and usability insights to drive continuous improvement	E	3
Experience working with developers, analysts and product owners in Agile delivery	E	3
Experience working in Higher Education or public-sector environments.	D	n/a
Special Requirements		**Essential/ Desirable**
The post holder must be willing and able to work flexibly. This will include working outside of regular office hours upon occasion. This may include both planned work for project delivery and unplanned technical support on a rota basis. This is a hybrid role with the expectation that this will be at least 2-3 days per week in the office.		E
Commitment to professional development in UX/UI design and development.		E
Core Competencies This section contains the level of competency required to carry out this role.		**Level 1-3**
Communication		3
Adaptability and Flexibility		3
Customer, Client service and support		3

Planning and Organising	3
Continuous Improvement	3
Problem Solving and Decision Making Skills	3
Managing and Developing Performance	3
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking and Leadership	3

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

With an operating budget of ca. £10M and complement of approx. 100 staff, University IT provides a wide range of administrative and academic computing and information services for all staff and students at the University. Increasingly seen as mission critical, IT underpins both the operational heartbeat of the University and enables strategic developments. Over the coming 3 years, IT Services' objectives are 5 fold:

1. Enhance the Student Experience
2. Enable effective and efficient business operations
3. Support Research Activities
4. Refresh and develop IT & Digital Strategy
5. Implement the Operating Model for IT.

Relationships

Product owners and delivery managers

Web developers, digital engineers and system teams

Business/System analysts and content designers

Architects and Test / QA analysts

Academic and professional service stakeholders

External suppliers and partners (where relevant)

Department Structure Chart

