

JOB DESCRIPTION: USER EXPERIENCE CONSULTANT

Basis:	Permanent role based in London (City), UK
Reporting to:	London Account Director
Salary:	Competitive
Benefits:	Annual bonus scheme, 25 days holiday, matched contributory pension scheme, death in service cover & private medical cover

1 About Foolproof

Foolproof is a User Experience Agency, and was named in Revolution's 2007 Digital Agencies and Suppliers Survey, as the number one rated provider of Usability Services in the UK. We were also ranked =4th for all digital agencies.

Due to this continued success, Foolproof has a new opportunity for a User Experience Consultant to join the Foolproof team. An opportunity to work with an experienced team and to gain exposure to a list of clients which include HSBC, Samsung, Lloyds TSB, Barclays, Norwich Union, e-Bay and Virgin.

1.1 Opportunity in London

Reporting to the London Account Director, you will be responsible for providing consultancy to a portfolio of clients in a variety of sectors including financial services, retail, telecommunications, travel and gaming.

You should have at least 3 years user experience consultancy/digital agency experience and ideally have also worked client-side.

You will need to demonstrate a detailed understanding of the usability and user research techniques and experience of, and a passion for, developing digital products & services.

2 Main responsibilities

2.1 Consultancy delivery

- Managing and delivering a wide range of user experience projects (expert evaluation, competitor benchmarking, usability testing and user research, information architecture, user centred design)
- Analysing findings from user research to draw out meaningful recommendations to achieve your clients' project and commercial objectives
- Writing persuasive and authoritative reports & presentations
- Preparing for, attending, and presenting findings and recommendations to client teams
- Managing or working as part of project teams to deliver user centred designed digital products and services

2.2 Project management

- Managing projects to budget and delivering on time
- Managing resource in the delivery of project from internal team, suppliers, agencies and contractors

2.3 Account development support

- Assisting the growth and development of key accounts and maximising the potential for increasing revenue from clients
- Managing client relationships by telephone, email, written communication and face-to-face

3 Required experience and skills

- At least 3 years user experience consultancy/digital agency experience
- Likely to be educated to degree level (Computing Sciences, HCI, Business, Psychology or Design)
- Detailed knowledge and practical experience of user experience methodology and practices including User Centred Design
- Experience in project-based environments as a member of a team as well as a manager responsible for budgets and reporting
- Excellent client/account relationship skills
- Proven client management experience including the ability to influence and persuade
- Excellent report writing and preparing presentations including a high-level of competency in MS Word and PowerPoint
- Ideally a mixture of both agency and client-side experience

- Ideally you will have had experience of servicing clients within the Financial Services sector
- Good understanding of business commercials, return on investment and online marketing metrics
- Excellent time management and team working
- Passion, stamina & creative thinking!

4 Your next steps

If you think you fit the bill and want to apply for this role at Foolproof, please email your CV and covering note to: tim.loo@foolproof.co.uk.

For more information please contact Tim Loo on 0207 539 3840 or at tim.loo@foolproof.co.uk. More information on Foolproof including what we do, and who for, can be found at www.foolproof.co.uk