



Senior Practitioner, London

As a Senior Practitioner you are passionate about shaping practice and insights within the digital space and evangelise this expertise.

You have a detailed understanding of user experience methodologies, their application to innovation and design, and can communicate these effectively to clients.

This is a great opportunity for a commercially aware consultant, with at least four years' user experience / digital agency experience, to take the next step in their career with an agency that has big ambitions and a very large appetite for fun.

Responsibilities

- Take an active and enthusiastic role in supporting the development of our practice and insights, improving and supporting internal processes and leading by example.
- Take a lead and proactive role in sharing knowledge and skills across the business.
- Champion and maintain our standards in quality assurance across all deliverables.
- Coach and mentor user experience consultants in all aspects of practice, quality and client delivery to help them achieve their personal development plans.
- Plan, prioritise, co-ordinate and conduct high quality research and experience design projects to quality standard, budget and time.
- Support user experience consultants on your projects; consider skills development, quality of thinking and analysis.
- Write and present persuasive and authoritative reports and presentations.
- Support scoping and review of proposals to ensure quality of approach and practice.
- Attend client meetings and presentations to support sales process and provide practice leadership.
- Contribute to the Authoritative Voice programme.
- Champion our culture and values.



Required skills and experience

- At least four years' user experience / design agency experience.
- Likely to be educated to degree level (computing sciences, HCI, business, psychology or design).
- A detailed understanding of user experience methodologies and their application to innovation and design.
- Extensive experience in a client facing role working with top 100 brands.
- Commercially aware with an understanding of return on investment and online marketing metrics.
- Experience in a project-based environment as a team member and as a manager setting and monitoring project budgets.
- Strong project, client and team management skills.
- Excellent report writing and presentation skills, competent using word and PowerPoint.
- A team player with excellent time management skills.
- Experience in managing, leading and coaching user experience consultants.

Essential qualities

- **Excellent client relationship skills:** You must be able to create rapport and relationships across a range of clients and functions.
- **Excellent communication skills:** You must be fully-confident taking on a client-facing role with the necessary skills required to work with and manage clients, suppliers and colleagues.
- **Passion and creative thinking:** We're passionate about delivering high-quality, effective and value-added services to our clients.
- **Attention to detail:** We pride ourselves on the quality of our deliverables, from an email to a client presentation. Achieving this, especially when under pressure, is a critical success factor for the role.

Package

Competitive salary, bonus scheme, 25 days' holiday (increases to 30 with long service awards), matched contributory pension scheme, death in service cover and private medical cover. This is a permanent position.