



## 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.