

Job Description

Position	Head of User Experience (UX Researcher/Designer)
Department	Services
Reports to	Director of Services
Location	Flexible (London likely for NZF meetings)
Pay	£45-48k (dependent on experience)
Term	Full-time permanent (open to consultancy agreements for a minimum of 9 months with a view to converting to FTE)

Purpose: how this post supports NZF's vision and mission

National Zakat Foundation (NZF) gives Muslims around the UK a way to bring their Zakat to life. It is the only platform with a nationwide reach that helps Muslims calculate and give Zakat to those who should be receiving it. Each individual giver's Zakat is tracked, and confirmation is provided upon distribution.

This is an exciting time to join NZF as it delivers its services on the basis of an enhanced operating model, putting its primary user - the Zakat giver - at the centre of everything it does. With nine years' experience in collecting and distributing Zakat in the UK, NZF seeks to develop a seamless and simple experience for givers and recipients and build scalable services which are ready for NZF's ambitious plans for growth.

Working closely with the Director of Services, the Head of Service Delivery, and in-house and outsourced developers, you will be responsible for ensuring the needs of our users (givers, recipients and staff) are embedded throughout the product development process for NZF's services: online and offline calculation, an innovative giving portal, the distribution of a minimum £3.5m in grants across four funds to Muslims in need across the UK and grant tracking.

As the Head of User Experience, you will confidently champion the user. You will conduct research with users to understand their requirements and consult subject matter experts to understand policy constraints. You will use data to make your case for improvements and to test hypotheses. You will create high quality, user-centred design solutions which are ready for developers. You will inform a cyclical process to improve NZF's services.

To succeed in this role, you will be user-led with strong design skills and excellent technical understanding. You will be personable, empathetic, organised, and have a good eye for detail. The opportunity to serve God through serving Zakat givers and recipients will be a key motivator for you. Ideally, you will have experience of developing products from ideation through to implementation and analysis.



Typical responsibilities and key end results of position:

User Engagement/Research

- Identify, design, and implement relevant research mechanisms to engage givers and recipients. This includes gathering requirements and constraints and then employing field studies, user interviews and other research methodologies.
- Consult subject matter experts in each service area to understand policy constraints.
- Coordinate engagement with givers and recipients with the Director of Marketing and the Head of Service Delivery.
- Design and manage a qualitative usability testing process for current and new products/features.
- Identify areas for development and improvement in current processes and product design.

Data analysis

- Analyse qualitative and quantitative user behaviour and feedback data.
- Create clear actionable insight reports.
- Collaborate with developers to deploy analytics tools across products to gather appropriate data.

Design outputs

- Map and build user journeys and process flows
- Design wireframes and mock-ups to develop prototypes and build new features
- Work with Director of Services to build product roadmap for all services
- Translate organisational strategies into clear operational policies and processes.
- Work closely with in-house and outsourced developers to build 'developer ready' designs.

Relationships and stakeholders

- Represent NZF where needed to external stakeholders
- Work with all teams within the charity, forming strong internal relationships based on a shared vision.

Additional duties as requested by Director of Services

Knowledge, Skills, Qualifications, Experience and Behaviours required to achieve role's objectives:

Knowledge and Skills:	Essential (E) / Desirable (D)
Excellent understanding of systems design	E
Excellent analytical and evaluation skills	E
Excellent verbal and written communications skills	E
Ability to analyse, synthesise and present complex information simply	E
Ability to drive change	E
Strong interpersonal skills	E



Strong understanding of technological systems and solutions	D
Good understanding of strategy	D
Qualifications and Experience	Essential (E) / Desirable (D)
3 years' experience in a senior UX research, design and testing role or 5 years' experience in UX field	E
Experience of facilitating and leading user engagement	E
Experience of creating, testing and implementing development strategies	E
Educated to BA(Hons) degree level with a minimum 2:1 degree award	E
Experience of developing research instruments and feedback mechanisms	E
Experience in designing donation journeys	D
Experience in designing and implementing grantmaking models	D
Experience in incorporating policy frameworks into design	D
Behaviours	Essential (E) / Desirable (D)
Committed to maintain and enhance the mission and ethos of the organisation	E
Committed to very high professional standards and integrity	E
Ability to work both collaboratively and independently	E

Physical Environment and Demands:

As NZF undergoes a process of digital transformation, this role will primarily be remote working. 2-4 in-person meeting days per month may be required in the London area.

To apply:

Please send your CV and covering letter to Rizwan Yusoof at rizwan.yusoof@nzf.org.uk
If you would like an informal conversation about the role, please email Rizwan Yusoof at rizwan.yusoof@nzf.org.uk to arrange.

We will request shortlisted candidates to provide their portfolios.