

UX Designer

L I V I N G O U R V A L U E S



A Career with NHS 24



Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across six main contact centres in Scotland.

Careers here are all about care and compassion. Our work uses digital and telephone-based technology to help people reach the right care, in the right place for them. We support people with both their physical and mental health needs, providing self-care advice when appropriate, offering mental health counselling support and connecting people with their local healthcare services if they need onward care.

Packed full of variety and accompanied by excellent benefits, we've made it our mission to give our people everything they need to thrive.

Are you?

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

Please visit our NHS 24 career website: <https://www.nhs24.scot/careers/>

Organisation Structure



Our Values



Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

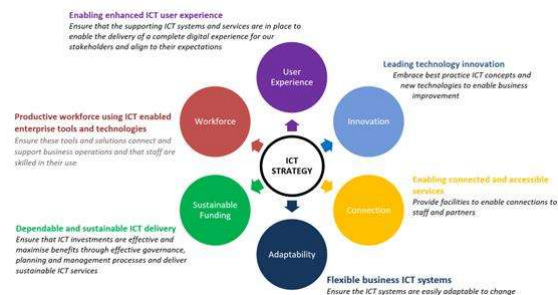
Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

Information Communications and Technology



Connecting and providing innovative, flexible and dependable solutions to deliver our corporate strategic objectives

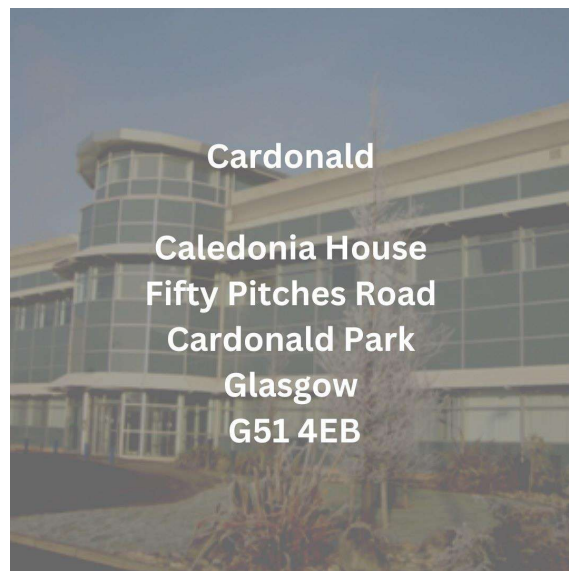


NHS 24 Information Communications and Technology (IC&T) is responsible for delivering and supporting the technology systems used across the organisation some of which integrate with national systems enabling NHS 24 to provide quality health advice and care across Scotland.

Our Centres



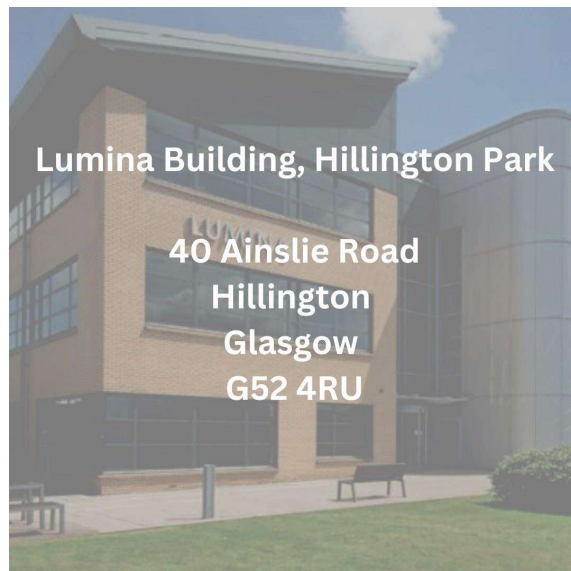
We have six regional centres Aberdeen, Cardonald, Clydebank, Dundee, Hillington and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.





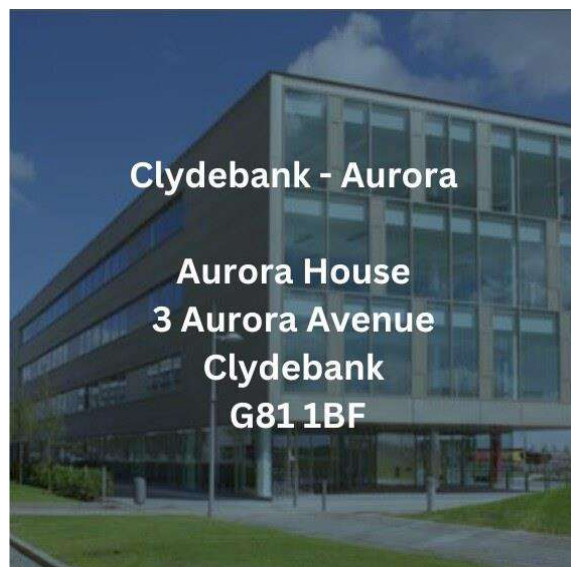
East Regional Centre

**Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ**



Lumina Building, Hillington Park

**40 Ainslie Road
Hillington
Glasgow
G52 4RU**



Clydebank - Aurora

**Aurora House
3 Aurora Avenue
Clydebank
G81 1BF**



Benefits



NHS 24 offers a complete benefits package, with a permanent contract on Band 6 (£41,608 - £50,702). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, cycle to work scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning, and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Job Description

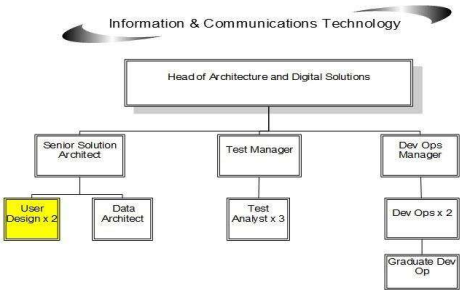


Job Title: UX Designer
Reporting To: Senior Solution Architect
Department(s)/Location: ICT
NHS Job ID:

1. JOB PURPOSE

The post holder is critical in supporting NHS 24 create user centric experiences across NHS 24’s digital estate with an emphasis on accessibility and inclusion. The post holder is responsible for researching, designing, and implementing all user experiences when interacting with a digital product or tool. To ensure the end user experience is improved the post holder will engage with key stakeholders to better understand their needs and goals, conduct usability and accessibility testing, design user flows and prototypes. The post holder is responsible for creating and supporting continuous user experience improvement across NHS 24.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

NHS 24 provides the population of Scotland with access to clinical assessment, healthcare advice and information and aims to ensure that those contacting NHS 24 are given the

assistance and advice they require in order to meet their health needs via the omni channel access. NHS 24 mental health services receive calls 24 hours a day and 7 days a week.

The function of the ICT directorate within NHS 24 is to:

- Horizon scanning for Health service and technology development.
- Prepare high level business case for service development.
- Develop roadmap and programme to grow capability to deliver and support User experience improvement roadmap.
- Measure benefits against planned outcomes
- Development of relationships to build required capability.
- Opportunity/improvement identification and delivery
- Has both strategic and operational focus
- Establish and manage contracts required with partners.
- Contribute to technology road map.
- Establish Technology relationships with other Health agencies relevant to NHS 24

UX design is a growing discipline within public service transformation. The scope of this role will be to help deliver NHS 24's strategic objectives by carrying out UI design and build activities across NHS 24's digital estate. Using research evidence and design input to build the tools, technologies and services that support our full range of users.

The post holder is responsible for supporting NHS 24 to design websites and software application interfaces with an emphasis on accessibility and inclusion.

This role will be responsible for collaborating on designs based on user research carried out personally and by fellow team members that reflect a deep understanding of the people that use our products and services.

4. MAIN DUTIES/KEY RESPONSIBILITIES

- Develop intuitive and aesthetically pleasing user experience that align with NHS 24 guidelines and user-centred design principles.
- The post holder is responsible for researching user experiences, such as user feedback, user interviews, surveys, and usability testing, to establish and recommend courses of action to improve the user experience, in relation to change in existing NHS 24 applications and/or architecture or in the incorporation of new services into the NHS 24 Technology portfolio.

- The post holder will conduct in depth requirements analysis to identify gaps where current NHS 24 processes and/or systems do not address the NHS 24 current or future business requirement. This will include creating user personas, journey maps, and user flows to illustrate user interactions and identify opportunities for continuous improvement and iterative design.
- Impact analysis to identify the impacts upon people, processes and technology that a proposed solution and/or decision may have, including financial impact.
- The post holder will design wireframes, prototypes, and high-fidelity mock-ups that effectively communicate design concepts and interactions.
- Responsible for providing technical assessment or research into software / hardware solutions which will support the delivery of the NHS 24 business objectives and ensure that proposals comply with current NHS 24 Strategy.
- The post holder is responsible for collaborating with product managers, developers, and other stakeholders interpreting business requirements and user needs to establish solutions that will meet NHS 24 service needs or resolve NHS 24 service issues.
- The post holder will be responsible for translating NHS 24 business need into the design and development of NHS 24 system solutions, collaborating with developers to ensure the seamless translation of design concepts into functional systems.
- Participate in design critiques, brainstorming sessions, and cross-functional workshops to contribute to a collaborative design culture.
- Advocate for user-centred design principles within the organization, promoting the importance of usability and accessibility.
- The post holder will be required to interpret national legislation to ensure that NHS 24's ICT & Digital deliverables are compliant and meet the required standards, and where required they will develop and implement local policies and processes in relation to their own area.
- The post holder will stay current with industry trends, design best practices, and emerging technologies to bring innovative ideas to the design process.
- The post holder is responsible for planning their activities and work to ensure NHS 24 objectives are met this involves negotiation and collaboration across all service areas within NHS 24. The post holder will assess and report on highly complex technical information and situations requiring analysis, interpretation and comparison of a range of options in order to ensure NHS 24 Technology proposals and solutions offer the best match to organisational need.

- To work in collaboration with the IT Test Team to create, maintain and report on project exception logs which reflects the exceptions discovered during testing. To work with software suppliers to resolve these exceptions.

5. SYSTEMS AND EQUIPMENT

The post holder will support the Senior Solutions Architect from a UX perspective in their overall responsibility for the successful delivery of all ICT & Digital product enhancements and new initiatives within NHS 24. As such the post holder must have a detailed understanding of the ICT & Digital technology landscape operated in NHS 24 and of new and emerging trends and design standards that may influence the overall direction of travel in NHS 24 for ICT & Digital delivery.

The post holder will be expected to competently design, develop and maintain Designs, Prototypes, User Research collection and UX design principals using computerised systems in order to provide up to date, relevant and accurate information for all parties involved in the support and development of the NHS 24 ICT & Digital Product landscape by using a range of systems and equipment, including but not exclusive to:

Microsoft Word: For general day-to-day use including report, planning and copywriting.

Microsoft Excel: For the storing and maintenance of Design principals and user requirements.

Design Tools: For the generation of proposed designs and prototypes

Microsoft PowerPoint: For producing presentations to update stakeholders.

Microsoft Outlook: For effective and efficient communication with everyone in the Organization and external stakeholders as well as diary management.

Advanced keyboard skills and high levels of accuracy required when developing Designs, Prototypes and Principles.

It is essential for the post holder to maintain up to date knowledge of emerging technologies, trends and standards to effectively perform their role.

6. DECISIONS AND JUDGEMENTS

Objectives will be set for the post holder on an annual basis by the Head of Architecture & Digital Solutions; however, the post holder will have freedom to decide how these are best achieved.

As a lead expert in UX design, the post holder will be expected to function autonomously at all times advising NHS 24 of the UX design techniques and user interface principles that NHS 24 must be adhering to.

The post holder will be required to interpret national legislation, such as Web Content Accessibility Guidelines (WCAG 2.0), to ensure that NHS 24's ICT & Digital deliverables are compliant and meet the required standards.

The post holder will be required to make decisions on an ongoing basis about the UX design, development and deployment of all ICT & Digital deliverables, considering the NHS 24 Strategic Operating Plan and corporate objectives as guidance.

The post holder is expected to proactively review and analyse the NHS 24 ICT & Digital Products and make recommendations to the Head of Architecture & Digital Solutions, Senior Solution Architect, and Head of Clinical Systems about their impact and recommendations for improvements.

Whilst resolving incidents specifically associated with data within the system, the post holder will

be required to make decisions on behalf of the organisation as to the best course of action to resolve the incident.

7. COMMUNICATIONS AND RELATIONSHIPS

The post holder will require excellent communication, facilitation, and negotiation skills as there will be a continual requirement for the post holder to interpret highly complex technical information relating to technical solutions and explain this to non-subject matter experts across the organisation.

The post holder must have highly developed interpersonal skills that will enable them to develop and sustain positive and proactive working relationships senior management across NHS 24 and its stakeholders.

The post holder will liaise internally with key stakeholders to enhance the User experience of Digital products offered by the organization. This role will be responsible for engaging with external organisations in all aspects of user design, user research and UX best practice.

The post holder will frequently need to produce and present proposals to stakeholders, create reports, options papers and prototypes of proposed designs.

Examples of different types of communication include:

Internal

- NHS 24 Executive Team and Board to report on and explain proposed design changes and recommendations based on User Research
- NHS 24 Senior Management Team in relation to testing, quality control and business continuity.

- Engage closely with the Digital Products manager, Digital Content Team and wider ICT team.
- The multidisciplinary Application Development and Test teams
- Programme Management team to discuss the impacts of new programmes of work on the NHS 24 Digital Products and User Design

External

- All NHS 24 3rd Party suppliers as necessary
- Other Health Boards and Public sector colleagues
- Other 3rd party solution providers within NHS Scotland and beyond

8. PHYSICAL DEMANDS OF THE JOB

Physical Effort

The post holder will be expected to work at a desk daily for prolonged periods of time with a computer.

Mental Effort

Working within an open plan office, the post holder will be required to maintain high levels of concentration for User research, Design creation and Design reviews, whilst being subject to frequent interruptions.

Delivering sound, high-level analysis and judgement through a strong understanding of the NHS 24 ICT & Digital Product Landscape.

Prolonged concentration when carrying out investigations into highly complex User Design concepts and research.

Working Conditions

Due to the national remit of this post and geographic spread of the post holder's team, there will be an occasional requirement for the post holder to travel between NHS 24 sites.

There may be a requirement for the post holder to work as part of an on-call rota.

Continuous use of VDU on most days.

9. MOST CHALLENGING PART OF THE JOB

To balance the complex and often conflicting requirements of User needs, business needs, partner expectations and vendor capabilities.

The post holder will be required to explain/present highly complex ideas to senior management and external stakeholders. Anticipating potential objections and preparing in accordance with these.

Influencing at a strategic level, explaining the benefits of proposed solutions.

The post holder will from time to time have to reflect and deal with differing recommendations from different stakeholders and make recommendations and be able to fully explain and justify their logic and approach.

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Bachelor's degree in UX Design, Interaction Design, Human-Computer Interaction, or a related field or equivalent experience.
- Proven experience as a UX Designer, with a portfolio showcasing a range of design projects and solutions.
- Proficiency in design tools such as Adobe Creative Suite, Sketch, Figma, or similar.
- Strong understanding of user-centred design principles, interaction design, and usability best practices.
- Experience conducting user research, including user interviews, surveys, and usability testing.
- Excellent communication and collaboration skills, with the ability to present and justify design decisions.
- Familiarity with responsive and mobile design, as well as accessibility standards.
- Creative problem-solving skills and the ability to think critically about design challenges.
- Strong attention to detail and a passion for creating intuitive and delightful user experiences.
- Ability to work in a fast-paced, iterative design environment and manage multiple projects concurrently.

Person Specification



Job Title: UX Designer

Directorate: **Information & Communications Technology**

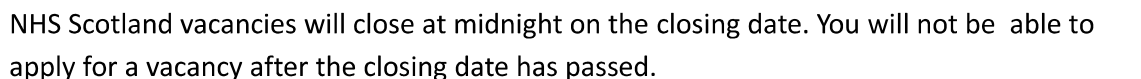
Level of Disclosure check required: **N/A**

Qualifications:	Essential	Desirable
Bachelor's degree in UX Design, Interaction Design, Human-Computer Interaction, or a related field or equivalent experience.	X	

Experience:	Essential	Desirable
Proven experience as a UX Designer, with a portfolio showcasing a range of design projects and solutions.	X	
Experience conducting user research, including user interviews, surveys, and usability testing.	X	
Familiarity with responsive and mobile design, as well as accessibility standards.	X	

Behavioural Competencies:	Essential	Desirable
Excellent communication and collaboration skills, with the ability to present and justify design decisions.	X	
Creative problem-solving skills and the ability to think critically about design challenges.	X	
Strong attention to detail and a passion for creating intuitive and delightful user experiences.	X	
Ability to work in a fast-paced, iterative design environment and manage multiple projects concurrently.	X	

Other:	Essential	Desirable
Proficiency in design tools such as Adobe Creative Suite, Sketch, Figma, or similar.		X
Strong understanding of user-centred design principles, interaction design, and usability best practices.		X



- For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at <https://www.nhs24.scot/careers/our-recruitment-process/>

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#)¹.

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fprove-right-to-work&data=05|02|Lynne.Munge%40nhs24.scot.nhs.uk|4d3318ec4cf1443f48ef08dd8d6f926c|10efe0bda0304bca809cb5e6745e499a|0|0|63882232525483277|Unknown|TWFPbGZsb3d8eyJlYFBXB0U1hcGkiOnRydWUsIlYiOiwlLjAuMDAwMCIslIAiOiJXaW4zMilskFOljoitWFpbClldU1joyfQ%3D%3D|0||&sdata=%2B%2FbjbD9OzDMeRvblgSpwyX5vtZt3cwZDtK9No%2BTIDE4%3D&reserved=0>

It is ESSENTIAL that you have checked that you already have the appropriate right to work in the UK BEFORE submitting your application form.

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk²

Please Note: If you experience difficulties with accessing or using Jobtrain, please contact:

nhsscotland@helpmeapply.co.uk³

L I V I N G O U R V A L U E S



²<mailto:recruitment24@nhs24.scot.nhs.uk>

³<mailto:nhsscotland@helpmeapply.co.uk>