

Position description:

Experience Designer (Generation) – 2 year fixed term

Reporting to:

Experience Practice Lead - Generation

Date:

August 2026

Location:

Christchurch, Wellington, Twizel , Auckland

The role

The Experience Designer (Generation) helps Meridian deliver better outcomes for people, processes, and assets across Generation by combining Service Design, Business Analysis, and human-centred design practices.

This role works alongside cross-functional DigiGEN squads to understand our user needs, uncover opportunities for improvement, define user and business requirements, and design end-to-end services that create value for both users and the business.

The Experience Designer acts as the bridge between operational realities, user needs, and our DigiGEN Initiative Squads. They bring together human and data insights, process analysis, stakeholder needs, and business objectives to ensure solutions are desirable, feasible, viable, and valuable. And ensure that across our squads, we are delivering a consistent and well-connected experience for our people.

Position Accountabilities

- **Lead human-centered design activities** to understand user and business needs, ensuring solutions are grounded in evidence and aligned to strategic objectives
- **Plan and conduct discovery activities**, using qualitative and quantitative methods to uncover insights, validate assumptions, and identify opportunities for improvement
- **Analyse current and future state processes, systems, and work as it's done** to identify pain points, inefficiencies, dependencies, and improvement opportunities
- **Design and document end-to-end experiences** through artefacts such as journey maps, service blueprints, ecosystem maps, personas, and experience models
- **Elicit, document, and communicate user and business requirements**, translating operational needs into clear requirements, user stories, and design recommendations
- **Facilitate workshops and collaborative sessions** to define problems, align stakeholders, co-design solutions, and support effective decision-making



Accountabilities continued

- **Synthesize research, operational data, and stakeholder input** into actionable insights and evidence-based recommendations that inform prioritisation and solution design
- **Support business analysis activities**, including impact analysis, and evaluation of solution feasibility and value
- **Collaborate within agile delivery teams** to support backlog refinement, story development, planning activities, and the delivery of outcomes aligned to squad objectives
- **Measure and monitor experience, adoption, and business outcomes**, using agreed metrics to evaluate effectiveness and support continuous improvement, connecting experience and commercial metrics
- **Build and maintain effective stakeholder relationships** across Generation and DigiGEN, fostering collaboration, trust, and shared understanding
- **Communicate complex information clearly and persuasively**, tailoring messages, visualisations, and recommendations to diverse audiences to influence decision-making and drive positive outcomes

Knowledge, experience and skills

- Experience in Human-Centred Design, Service Design, Customer Experience (CX), User Experience (UX), Business Analysis, Process Improvement, or related disciplines
- Experience with service design, systems thinking, and human-centred design methods, including journey mapping and service blueprinting, connecting commercial outcomes to opportunities
- Experience leading discovery and design activities in complex ecosystems, collaborating to understand user, operational, and business needs to inform requirements and decision-making
- Strong collaboration, facilitation, stakeholder engagement, communication, and storytelling skills, building and maintaining effective working relationships across teams
- Experience working in Agile delivery environments and alongside multidisciplinary teams
- Comfort working through ambiguity, connecting puzzle pieces, and helping shape the path forward
- A curious mindset with a love of learning and knowledge sharing, applying your toolkit to various challenges and subject matter areas

