



UX Designer

Specifics

Reporting to

Experience Practice Lead

Practice/ Team

Experience Practice

Business Service

Brand & Experience

Date

October 2024



Welcome

We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.

Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.

Responsibilities

In addition to Squad Member profile attached:

- Iteratively design highly engaging digital products and experiences, from wireframes and prototypes, to fully tailored interface design
- Work cohesively within a cross functional team of specialists ensuring delivery of cohesive end-to-end experiences
- Enable our brands to be brought to life in new and engaging ways which drive depth of emotional engagement and strong commercial performance
- Ensure designs are launched and maintained with a clear focus on high-quality outcomes for customers and our business
- Proactively spot opportunities to enhance outcomes for users and think about the conceptual and holistic aesthetics of our digital platforms

Role Purpose

In addition to Squad Member profile attached:

Working in a cross-functional squad, you'll ensure that, based on insight, we're delivering best-in-class experiences for new and existing customers from a UX, visual and interaction design perspective.

Skills and Experience

In addition to Squad Member profile attached:

- Experience in visual design
- Proficiency in using design tools such as Figma, Adobe XD
- Strong problem-solving skills with commercial acumen
- A natural curiosity for how to deliver a cohesive set of experiences
- Extremely proactive. Takes ownership for delivering results
- A team-player with strong communication skills
- Openness to others' ideas and new ways of doing things



Squad Member / Practice Member

As a Squad Member, I am

- A team-player, responsible for delivering items on the backlog and for the delivery of the squad overall
- Curious and innovative and passionate about customer experience and value
- Empowered to be autonomous within clearly defined guardrails
- Adaptable and flexible to changes in priorities

And, I am not

- Building a hierarchy within the squad based on craft
- Deciding on prioritised backlogs
- Rejecting proposed solutions without offering alternatives
- Avoiding giving feedback
- Limiting my responsibilities to personal tasks only

Role Purpose

A team player and specialist in your craft, jointly responsible for the delivery of your squad's purpose and goals aligned to the objectives of the Value Stream.

You are also a member of a Practice, Hub or Enabling team in your field of expertise (craft) where you'll hone your skills though regular Practice-time.

Structure

In the Value Streams people are organised into fully-dedicated, cross-functional squads, where we can collaborate, iterate and innovate faster and are empowered to make the decisions that will deliver on our purpose.

There are multiple squads within our Home and Business Value Streams.

Skills and Mindsets

Individual skills

- Passionate about your craft, delivering at the top of your game and learning everyday
- Strong communication and collaboration skills, able to challenge respectfully
- Effective stakeholder engagement

Mindset

- Open to new ideas and valuing every voice, with a desire to develop ideas together in a collaborative way
- Ability to create an atmosphere of trust, inclusion, curiosity and continuous learning
- Willing to learn and work outside of your area of expertise where required

Key Responsibilities

Set your compass on customers

- Responsible for the achievement of squad goals and the delivery of quality outputs
- Build to learn with a 'small, simple, now' approach, gathering real time feedback from customers and stakeholders to enhance products and solve problems
- Develop working products that meet the 'definition of done'
- Collaborate with Value Owners and your squad to resolve impediments
- Participate in squad and Practice events and assist in defining work practices, standards and frameworks that enable quality outputs

Teamwork - Make people awesome

- Foster a growth mindset, encouraging your squad-mates to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn
- Muck-in to assist the squad in whatever way is required
- Share learnings and support the upskilling of others

