



Role Description

Product UX Researcher

Who we are

Communit eer is a social enterprise with a mission to use technology to connect, engage and mobilise volunteers to tackle the world's greatest challenges. We facilitate social impact by bringing corporates, not-for-profit organisations and volunteers together to do more good. Our civic engagement technology is based on a crowdsourcing approach: think of us as 'LinkedIn and Airtasker combined, for social good'.

We're a fast-moving, for-purpose start-up that constantly innovates to empower people to make a difference. Our team consists of passionate people with different skills and cultural backgrounds, and we recognise the strength in diversity. We are values-driven, pragmatic and determined people who practice what we preach! We care deeply about other people, the community, and the environment we live in.

After formulating our 5-year strategic plan and settling our first round of external funding, we now have a clear focus for the next 18 months and the resources to get there. Our immediate priorities will be to refine our existing product and services, and the systems and processes that support them, in order to reach critical mass.

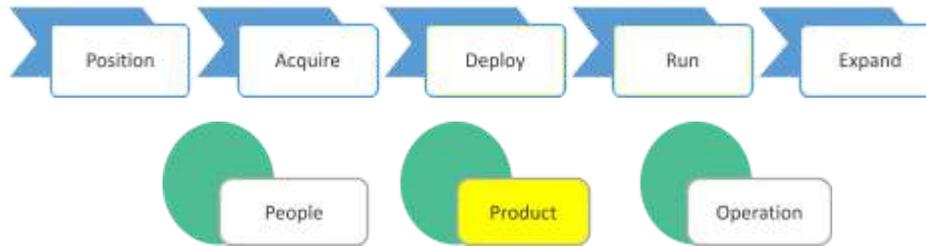
The Role

We're seeking a detail-oriented person who wants to dive head first into a product team. This is a unique and exciting opportunity to apply your technical skills whilst building a purposeful career. You will be able to put your own stamp on how Communit eer communicates and releases improvements to our social impact platform.

This role is a key function to ensuring our platform provides a great experience for our users. Mentored by the Product Manager, you will work closely with your colleagues in the Product team, in our product development process, and be involved in writing technical communications to internal stakeholders. You will gain a wealth of workplace experience in participating in the ins and outs of how a Product team runs within a tech company, as well as developmental opportunities relating to UI, UX and Product.

Relationships

- Reports to: Product Manager
- Supports: UI Designer, Product Support Administrator, Technical Tester and Writer
- Works with: Solutions Architect, Developers, Run Team



Responsibilities

- Manage Jira Tickets across both Service Desk and Software;
- Make sure Confluence pages are up to date and linked correctly;
- Research and utilise user data to suggest platform improvements;
- Support Release testing where required;
- Researcher user workflows and transcribe it into useable information;
- Work with Product team members to communicate updates to the platform;
- Provide insights and feedback on other areas of CT to improve user experience;
- Create/modify figma prototypes
- Any other work-related activities as directed by the Product Manager.

Selection criteria

- Values alignment with CT (Agency, Equality, Humanity, Integrity, Solidarity);
- Passionate about building and improving a social impact platform;
- Currently studying or have recently completed studies in Information Technology, Information Systems, UI Design, UX Design or similar;
- Prior experience with Jira preferred;
- A flexible/adaptable approach to change and support others to do the same;
- Both spoken and written communication skills with experience of adapting your style and approach to the audience and message to be delivered.

Key performance indicators

- Communicate effectively within both Jira and Confluence;
- Create and maintain technical communication artefacts effectively and efficiently;
- Meet quarterly objectives as an individual and as part of the team;
- Support your colleagues in communicating their goals internally and externally;
- Reinforce a strong culture of user-centred delivery and teamwork.

Desirables

- Experience with or willingness to learn UI principles
- Experience with or willingness to learn Agile processes