

Job Profile

Job Title: User Experience Manager

Job Grade: Level 5 Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Camden Council are looking to invest in a talented User Experience Manager who can demonstrate a balanced mix of training, business and marketing skills with a passion to drive service improvement and enhance application and data integration.

Working in Finance within Corporate Services means you will join a diverse and ambitious team helping to make the borough a better place for all. This role will be key in supporting services across the council including Finance, HR and Payroll.

About the role

The role of the User Experience Manager will have direct responsibility for improving user experience, increasing user engagement and promoting Oracle Cloud solution across all Council's directorates.

The post holder will also coordinate with business support teams to arrange end user training, workshops and promotion sessions and creation and update learning material including self-service user guides, videos etc.

You will work with other managers in the team for improving user experience, promoting Oracle Cloud solution and producing end user learning and support material.

About you

To be successful in this role, you will have to meet the following criteria:

- You will provide leadership in delivering the culture change required in use of Oracle Cloud to achieve required organisational outcomes, including a more self-service and self-help approach to learning by all users
- You will plan, design and carry out research activities with users that help teams get a deep understanding of the user experience of Oracle Cloud functionality and business processes.
- You will have significant experience of promoting and marketing business systems corporately and undertaking end user training,
- You will have experience of producing learning material, videos and artefacts for business systems to support and improve end user experience.
- You will have experience of leading project work and managing change
- You will have strong communication, relationship building, negotiation and influencing skills.
- You will have excellent verbal and written communication skills, enabling the post holder to undertake training and presentations with large audience
- You will be proficient in techniques for identifying, gathering and validating users' needs in delivering user improvements.
- You will have ability to analyse user needs and identify improvements, working in partnership with multi-disciplinary programme teams and Subject Matter Experts (SMEs)

Work Environment:

Agile working where a mixture of home working and some travelling to the office will be required. (Subject to government guidelines and agreement with the line manager)

People Management Responsibilities:

The **User Experience Manager** will have no direct responsibility of managing staff but from time to time may require to manage staff as part of project work as required. The post holder will be required to deputise for the Head of HR and Financial Systems when required.

Relationships:

- Internal at all levels including Employees, Managers, Senior Officer, Executive and Members.
- External Software and Support Suppliers
- External, including Local Government, membership bodies and professional bodies.

This post will report into Head of HR and Financial Systems

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.