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| **Role Title:** | UX Manager |
| **Location:** | Milton Keynes Office or Manchester Office |
| **Reports to Role:** | Head of Digital Product |
| **Direct Reports:** | 2 |
| **Grade:** | E |
| **Notice Period:** | 12 weeks |
| **Version Number and date:** | Aug 2024 |

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| **ROLE PURPOSE** |
| To oversee the entire design process from ideation to production for Domino’s App and Website. Ensuring that the final product meets the needs and desires of the target audience with overall responsibility for the overall look, feel, and functionality of the products. Driving the strategic direction for product design, fitting in with our design libraries and accessibility standards.  The role is also responsible for driving the direction of user research activities to ensure the continued development of the Domino’s App and Website. The role oversees the planning, execution, and analysis of user research studies. These insights will guide the design and development teams in creating intuitive, engaging, and effective user experiences.   You will actively collaborate with cross-functional teams to advocate for the user and translate research findings into actionable recommendations that drive business success. You will also work with engineers and stakeholders to ensure the final product meets desired specifications.  You will manage two teams, 1 product design team, and 1 user research team. This involves hiring and training new designers, user researchers, managing team dynamics, and ensuring that the team is working collaboratively and efficiently. The role also provides guidance and feedback to the team, helping them to improve their skills and grow in their careers.  This role is responsible for setting design and research timelines, allocation of spend, and ensuring that the teams are working efficiently. You will be working to ensure the final outputs align with Domino’s vision and mission, balancing the needs of the target audience with Domino’s Business objectives. |

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| **MAIN AREAS OF RESPONSIBILITY** |
| **Core Responsibilities**   * Responsible for the overall look, feel, and functionality of the Domino’s App and Website. * Core project areas to manage the product design and user research teams: App, App Testing, Web, Web Testing, Cross platform projects and user research. * Translating the strategy into the UX/UI roadmap and overseeing the entire design process from ideation to production. This also means fitting in with our design libraries and accessibility standards. * User research activities to ensure the development of user-centric products. From initial ideation, discovery, research, prototyping and testing. * Roadmap creation for Product Design and User Research. * Facilitate workshops, retros etc for the team and wider team to help get to the right solutions. * Working with the experimentation teams for both the App and Web in generating ideas for MVT, A/B and CRO testing. * Using information gathered by the teams to inform design decisions and ensure that the final product is user-friendly and meets the needs of the target audience and business. * Responsible for overseeing the planning, execution, and analysis of user research studies. These will guide the design team in creating intuitive, engaging, and effective user experiences. * Assisting stakeholders in planning what course of action needs to be taken on project work, advising them on timescales, direction and feasibility. * Evaluate risk for projects in terms of impact to the business and Product Design and User Research teams. * Ensure that each project has an acceptable brief (self generated or given) to then assign to a team member to action. Monitoring progress, creating direction and keeping stakeholders informed throughout the project. * Explore and generate business cases that facilitate our OKRS and objectives to the wider team. * Attend meetings as the representative for the Product Design Team and User Research team to help build on the wider roadmap and inform business decisions.   **Team Management**   * Managing a product design team and user research team. Making sure both teams work together with collaboration and direction. * Hiring, onboarding and training new product designers/ user researchers when required. * Managing team dynamics, and ensuring that the team is working collaboratively and efficiently. * Provide guidance and feedback to the team, helping them to improve their skills and grow in their careers. * Line manage direct reports in their personal development and growth. * Create structure for the teams by ensuring a priority order for work, taking briefs or creating briefs to fill the pipeline, ensure there is an approval flow is followed and all work is filed correctly on completion. * When conflict between business functions arises, prioritise each teams members workload. * Champion the design and research teams within the business   **Project Management**   * Collaborate with cross-functional teams to advocate for the user and translate research findings into actionable recommendations that drive business success. You will also work with Engineers/ Development, Product Owners, Product Managers, Marketing and other stakeholders to ensure the final product meets desired specifications and is produced to required deadlines. * Ensuring that the builds designed are built correctly when taken into development build by UX reviews. * Setting design and research timelines, allocation of spend, and ensuring that the teams are working efficiently. * Manage renewals of our core tools ensuring we have the right tools for the tasks at hand. This also involves working with external agencies. * Ensuring the final outputs align with Domino’s vision and mission, balancing the needs of the target audience with Domino’s Business goals and objectives. |
| **ACCOUNTABILITY** | |
| * Ensuring the continuous improvement of research methodologies and processes, ensuring that the team remains at the forefront of industry best practices. * Involvement in the shaping of the research strategy, defining research roadmaps, and championing a culture of user-centered design within the organisation. * Assisting the Head of Digital Product in developing a product roadmap while ensuring this filters down to road mapping and planning for your teams. * Managing the teams output, making sure that they have work, direction and all parties involved are kept up to date on progress. * Supporting direct reports in their personal development and growth. * Roadmaps for Product Design and User Research. | |

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| **KNOWLEDGE, SKILLS, ABILITY & EXPERIENCE** |

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| **COMPETENCIES** |
| ***At Domino’s we recruit, develop and retain the best talent, we work hard and have fun along the way, and our colleagues are;***  A close up of a sign  Description automatically generated |
| Proud & Enthusiastic: A positive advocate of their brand energises others through their passion.  Results Driven: Exceeds goals, pushes themselves to deliver, gets the job done at pace.  Focused & Agile: Works towards business goals, flexible to adapt and innovate as needed.  Open & Honest: Has sincere and two-way conversations, listens to and respects the views of others**.**  Supportive: Encourages and helps others, builds relationships, contributes to a positive environment |