# Position Description

# User Experience Consultant

**Vision Australia, supporting people who are blind or have low vision to live the life they choose.**

## Purpose

The User Experience Consultant will join Vision Australia’s widely acclaimed Digital Access team to deliver fee-based design and strategic consulting services.

This is a great opportunity to work at the cutting edge of inclusive experience design and digital accessibility with lots of opportunity to learn, refine your skills, and help us grow this side of the business.

The role will deliver our experience design and strategic consulting services to enable our clients to create more accessible and inclusive digital and offline experiences to people with disabilities.

The team is based in out of our Melbourne office but there is flexible with working from home well established.

## Context

Vision Australia’s Digital Access consultancy is a global leader in digital accessibility consulting and training services. Servicing public and private sector organisations Australia-wide, the consultancy is at the forefront of the accessibility industry.

We have spent over 20 years helping people understand why inclusion is important and how to make their digital assets, such as websites and mobile apps, accessible to everyone.

100% of our profits go back into Vision Australia to support and provide services to people who are blind or have low vision.

## Principal Responsibilities

* Conduct usability testing with people with disabilities using a wide range of technologies including websites, apps, payment terminals, and kiosks;
* Conduct design reviews against WCAG 2.1 and our own internal evidence-based recommendations;
* Facilitate and help to continually refine our Inclusive Design public and in-house training course virtually and in-person;
* Develop, update, and improve our internal evidence-based recommendations;
* Actively participate in the development of the Australian and international body of knowledge about inclusive design through research, development of tools, involvement in special interest groups and forums and participation in industry conferences;
* Keep abreast of current developments and trends in accessibility, inclusive design, and assistive technologies;

## Essential Job Competencies

* At least 3 years' experience working in user experience design, user research, user-interface design, or similar in an agency setting or in-house;
* Knowledge of usability principles, methodologies, and processes;
* Commercial experience facilitating usability testing sessions and reporting findings;
* Knowledge of digital technologies such as HTML, CSS and native apps;
* Awareness and understanding of the WCAG guidelines;
* Excellent written and verbal communication;
* Passion and interest for user experience, inclusive design, and accessibility;
* Experience working in a client or customer-facing role;
* Some interstate travel is a requirement of this position.

## Desirable Job Competencies

* Knowledge and understanding of desktop and mobile assistive technologies and accessibility settings;
* Experience facilitating co-design workshops;
* Exposure to the challenges and lived experience of people with disabilities.
* Experience facilitating and running training courses;
* Tertiary qualification in design, information technology or related field;

## Organisational Values

The expectation that we set is that our workforce understands and models our values and behaviours in everything they do 100% of the time.

* Person-Centred: We measure our success in terms of outcomes for our clients;
* Accountable: We hold ourselves responsible for what we do and don’t do;
* Collaborative: We work well together and with others to deliver the best possible outcomes;
* Commercially Focussed: We work efficiently and responsibly to sustain and grow our services and influence;
* Agile: We will adapt, learn and innovate to have a positive impact in a changing environment.

## Vision Australia environment

Many Vision Australia employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.

Employment is subject to the Organisation receiving a National Police Record Check and, if relevant, a Working with Children Check or QLD Blue Card or Vulnerable Persons (ACT) check.

Australian residents only

## Role Scope

**Reports to: National Manager Digital Access**