![Te Tāhuhu o te Mātauranga - Ministry of Education logo]

Ngā Kōrero e pā ana ki te Tūranga
Job Description

UX/UI Designer

Business Group	Te Pou Rangatōpū | Corporate
Location	Wellington
Salary band	A7

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at Role and purpose - Te Kawa Mataaho Public Service Commission.

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

The User Experience/User Interface (UX/UI) Designer is responsible for support and expertise to design Ministry digital products including the end-to-end UX design process. They are also responsible for providing the support and expertise to assist business units to create and improve digital services. They will work to identify and design human-centred experiences that connect the dots between users, business groups, products and services.

Job Description

Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.

- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.

- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.

- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.

- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.

- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the UX/UI Designer you will:

- Combine UX thinking with design execution, to produce usable and intuitive user interfaces for web and mobile apps

- Produce high quality UX design solutions through wireframes, visual and graphic designs, flow diagrams, storyboards, site maps, and prototypes.

- Optimise existing websites and applications

- Communicate design solutions to engineers and stakeholders

- Provide advice and guidance on the implementation of UX research methodologies and testing activities

- Facilitate user research interview and user testing sessions

- Plan and conduct competitor analysis

- Interpret data and qualitative feedback

- Work with the Business Analysts and business units to develop user requirements, statements of work and project documentation for requested work.

- Keep current on best practice, trends and direction in web development and technology

- Provides the Analysis & Design Practice with feedback and recommendations in the development of standards, frameworks and policies for web application development, support and management

- Influence, promote and communicate the Design Practice and New Zealand Government digital standards and processes required throughout all areas and levels of the Ministry

- Contribute to applying best practice development at the Ministry, ensuring all work follows a user centred design approach and to promote this within the teams and business

- Monitor work against the production schedule closely and provide progress updates and report any issues or technical difficulties to the relevant Delivery Manager, Product or Project Manager, or Product Owner on a regular basis

- Collaborate with the team and the Ministry to evolve and refine our design system

- Establish and maintain working relationships with similar roles within and across government, in order to share knowledge and skills.

- Develop productive working relationships with Business Owners and Product Owners for products managed by Te Uepū Matihiko

You will make decisions in accordance with the Ministry's policies and delegations framework.

Wheako | Experience

To be successful in this role you will have the following experience:

- Work experience in a design studio or organisation as a Junior UX/UI designer or similar role

- Experience in working collaboratively to reach shared outcomes.

- A portfolio of professional UI/UX design work

- Experience applying user-centred design (UCD) and interaction design methodologies

- Experience with user research such as workshops, surveys, interviews, and usability testing

- Experience using user research, evidence and best practice to develop an understanding of user needs

- Experience creating and validating wireframes, mock-ups and interactive prototypes

Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.

- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.

- Excellent interpersonal and communication skills.

- A commitment to ongoing personal and professional development.

- Understands the relevance of the New Zealand Government Web Accessibility and Usability Standards

- Working knowledge of the following technologies and software: HTML, CSS, Design Systems and prototyping software such as Figma, Adobe XD, Sketch, UXPin.

- Has the ability to build and maintain positive working relationships across a diverse group of people

- Highly effective planning, organisational and personal time management skills

- Has the ability to establish and meet deadlines, handle multiple priorities, prioritise work, and remain calm under pressure

- Has the ability to improve inefficient processes and work with ambiguity

Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, consolidation, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono	Valuing Māori	Developing
Pou Mana	Knowledge of Māori content	Developing
Pou Kipa	Achieving equitable education outcomes for Māori	Developing
Pou Aroā	Critical consciousness of racial equity for Māori	Developing

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes "what good looks like" for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry's intranet.

Skills Framework for the Information Age

Strong IT capability is vital to keep us secure and to deliver innovative and effective solutions for the Education system. SFIA, the Skills Framework for the Information Age, is the technical competency and skills framework mapping individual professional skill level to a set of internationally recognised standards. Information about SFIA, including the SFIA competencies and skills required for this role, is available on the Ministry's intranet.

Capability	Level	Expectation
User Experience Design HCEV	4	Selects appropriate tools, methods and design patterns to design user interactions with and experiences of a product, system or service.
		Translates concepts into outputs and prototypes for user feedback and evaluation.
		Evaluates alternative design options and recommends designs taking into account performance, security, usability and accessibility requirements.
		Considers and integrates appropriate visual design and branding elements in user experience designs.
User research URCH	3	Applies standard methods to support user research initiatives.
		Engages effectively with users and customer representatives to generate high-quality research.
		Documents and shares the outcomes of user research.
		Contributes to research design and analysis tasks under guidance.
User Experience Analysis UNAN	4	Selects appropriate techniques and tools to develop user stories and elicit user experience requirements in complex situations.
		Identifies and describes the design goals for systems, products, services and devices.
		Identifies the roles of affected stakeholder groups. Resolves potential conflicts between differing user requirements.
		Specifies measurable criteria for the required usability and

		accessibility of systems, products, services and devices.
Technical Specialism TECH	4	Applies design tools and methods to deliver user interface solutions.
Methods and Tools METL	3	Uses standard design tools and contributes to tool selection.
Accessibility and Inclusion ACIN	3	Analyses accessibility requirements and technical information. Designs and executes accessibility tests under direction. Reports findings in a structured way and makes initial recommendations for compliance. Supports accessibility reviews and audits. Escalates complex issues to senior colleagues.
Relationship Management RLMT	3	Builds collaborative relationships with stakeholders and team members.

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	May 2025
Approved By	HR Advisory Team