

MAIN RESPONSIBILITIES AS A UX MANAGER

- Work in harmony with the business strategy and the users needs.
- Bring the perspective of the user (their needs and problems) into the decisions the business makes everyday and advise about what works for the customers and what won't.
- Define how the user experience of the company's products should be, set the values for a good experience, set the values for the UX's team and define which paths should be followed today and in the future.
- Contribute for the creation of the whole business vision, acting to define strategic goals, priorities, work processes, technology, systems, requirements, performance metrics, etc.
- Provide any assistance to UX's team, creating the right work conditions for the employees, so they could do their tasks the best way possible.
- Discover and select talented designers, develop their skills and group them into high performance UX teams.
- Act as a facilitator for other company's departments, aiming to solve problems, remove impediments, conciliate different points of view and promote conditions to deliver the best user experience (always considering restrictions related to technology, deadlines, budget, employees allocation, business needs and users needs).
- Delegate tasks to UX's team, prioritize their activities, define their deadlines and allocate employees according to the right level of expertise to accomplish each task, always trying to achieve the right balance between demands/tasks, priorities, available resources and deadlines.
- Approve the design solutions created by the UX's team, drive the team's members in their tasks, actively participate in the discussions about any project and assume entire responsibility for the team's proposed design solutions.
- Establish a performance evaluation routine (both for each employee and for the whole UX team), gives constantly feedback for each employee and set the expectations about their delivered results.
- Plan the next career levels for each UX's team employee, observe their professional evolution and reward them according a fair system of meritocracy.
- Contribute for the optimisation of work flows and propose new work methodologies or new project approaches.
- Contribute for the implementation of an innovation culture, by applying design thinking techniques and by encouraging discussions about a future vision.

