ROLE: UX Consultant - Product Strategy Unit

IIIT Delhi is inviting applications for the position of "UX Consultant - Product Strategy Unit." The Product Strategy Unit for Inclusive Public Technology is an initiative aimed at bringing together industry and academic experts to drive the creation of inclusive digital solutions, public goods, and systems that improve the delivery of public services.

Key Responsibilities:

The UX Lead Consultant will drive user experience strategy for government-facing digital platforms, ensuring the design is user-centered, accessible, and inclusive. You will provide expert guidance on UX best practices while managing research and design efforts for impactful public service platforms.

- **Lead UX Strategy:** Define and implement the overall UX strategy for government digital platforms, ensuring alignment with user needs and organizational goals. Advocate for user-centered design principles across all stages of product development.
- **Consult with Stakeholders:** Serve as the key UX consultant to government departments, advising on the creation of accessible and user-friendly public service platforms that meet the needs of diverse populations.
- **Lead Research Efforts:** Direct user research initiatives, including conducting interviews, surveys, and usability testing, to gather insights about user needs, behaviors, and pain points. Analyze research findings and usage data to drive informed design decisions.
- **UX Design Oversight:** Develop user personas, journey maps, wireframes, and prototypes that guide product development, ensuring a seamless and intuitive user experience for all citizens.
- **Team Leadership & Collaboration:** Collaborate with cross-functional teams to ensure design solutions align with technical and business objectives. Lead and mentor a team of junior designers, ensuring high-quality outputs and fostering professional growth.
- **Innovation & Best Practices:** Stay informed about the latest industry trends, emerging design tools, and best practices, integrating them into the UX design process to drive innovation and keep solutions ahead of the curve.
- **Design Thinking & Problem Solving:** Facilitate design thinking workshops to foster collaboration and ideation, ensuring creative solutions to complex user experience challenges. Provide strategic design leadership to optimize product usability and accessibility.
- **Reporting & Documentation:** Prepare comprehensive UX reports, design documentation, and presentations to communicate findings, strategies, and design solutions to stakeholders and senior government officials.

Qualifications:

- **Bachelor's degree** in Design, Human-Computer Interaction, Information Technology, or a related field. Advanced degrees or certifications in UX design are preferred.
- **10+ years of experience** in UX design, including experience leading UX initiatives for large-scale, public-facing digital products or government technology projects.
- Proven track record in providing strategic UX consulting to high-level stakeholders and leading cross-functional teams to deliver user-centered digital products.
- Hands-on experience in conducting UX research, usability testing, and synthesizing insights to inform product design.
- Experience working with public service delivery systems or inclusive design initiatives is highly desirable.

Required Skills:

- **Leadership & Mentoring:** Ability to lead and mentor a team of UX designers, fostering a collaborative and high-performance work environment.
- **Strategic UX Design:** Expertise in developing and executing a comprehensive UX strategy, with a focus on inclusivity, accessibility, and usability across government platforms.
- **UX Research & Data-Driven Design:** Proficiency in conducting and leading user research, usability studies, and synthesizing data to inform design decisions.
- **Collaboration & Communication:** Exceptional communication and presentation skills. Ability to clearly articulate design concepts and strategic insights to diverse stakeholders, including non-technical audiences.
- **Design Tools & Methodologies:** Expertise in UX design tools (e.g., Figma, Sketch, Adobe XD, InVision, etc.), and experience working in Agile environments. Ability to create wireframes, prototypes, and design systems.
- **Inclusive Design:** Strong commitment to designing inclusive, accessible, and user-friendly digital products that cater to all demographics.
- **Creative Problem Solving:** Ability to develop creative, user-centered solutions to complex design problems, with a focus on delivering impactful results for public service delivery.

Salary and Duration:

The salary will be in the range of 20-25 lakhs per year based on the candidate's qualifications and experience. The duration of the job will be equal to the duration of the project and co-terminus with the project, which is currently funded until July 2026.

Location: The candidate chosen for this role will be based in Delhi-NCR

This role offers the unique opportunity to influence the design of public service platforms, ensuring they are inclusive, accessible, and impactful for diverse citizen groups. The ideal candidate will have a strong passion for technology's role in public service and be adept at leading UX strategies in complex, high-impact projects.

How to Apply:

Please send your C.V. to **chcc@iiitd.ac.in**. Additionally, please include a cover letter explaining your qualifications, UX leadership experience, and your ability to drive UX strategy in public-facing government projects.