

We're hiring a Product Design Lead

SnapScan is currently looking for awesome people to join our team. For more information on the company, have a look at [Offerzen company profile](#)

In this role you will play a key part in fulfilling SnapScan's product vision, mission and business objectives by leading the product design team. We are on a mission to solve customer problems, deliver valuable products for both our merchants and users and we need an individual with a passion for product, user experience and people to ensure we get there.

If you are interested, please direct all responses and queries to anthony@snapscan.co.za

What you'll do

Stakeholder Management

- Represent Design at a Product level when deciding roadmaps and key objectives.
- Act as the point of contact for any major design concerns, queries or unforeseen work. This includes when design input is required for decision making at a senior management level.
- Collaborate closely with business, product and tech representatives to ensure the Product Design team is meeting needs effectively.
- Evangelise Design through company-wide forums and insight shares.

Design Strategy

- Develop a Design vision for the year for each designer to use as a north star.
- Outline quarterly Design roadmaps and team OKRs based on the overarching Product roadmap and annual business objectives.
- Identify design work that needs to be completed outside of strict business objectives for scale and performance monitoring (personas, customer journeys etc.).
- Develop key performance metrics for the team and for specific projects to measure overall performance, as well as the performance of individual designers.
- Enforce correct UX process and UI systems at all times.

People Management and Hiring

- Field and delegate incoming design and research work requests for the Design team by assessing each designer's abilities, priorities and workload.
- Facilitate weekly one-on-one meetings with designers to review work and unblock challenges.
- Conduct quarterly performance reviews for each designer.
- Facilitate weekly team meetings for collaboration, heuristic reviews and checking in on priority projects (rearranging work where necessary).
- Always be available for reviews and mentoring of junior designers.
- Assess and report on any necessary resources the team might need to scale (including new hires). This includes the screening, interviewing and hiring of new team members or interns.
- Onboard and educate all new designers on the team's processes and responsibilities.



- Develop intern schedules and education opportunities for interns.
- Manage any product design budget when needed.

UX Research

- Contribute to the discovery phase of the product development framework, alongside other stakeholders, to understand and define the user problem.
- Work closely with product managers, designers, beta users and other stakeholders to gather both quantitative and qualitative data, as well as other discovery/research inputs.
- Define, plan and conduct user research for existing products/ features as well future opportunities.
- Analyse and gather insights from data teams and tools, customer-facing support teams, as well as from own quantitative research to drive evidence-based design decisions.
- Present customer pain points and insights to relevant stakeholders to motivate for particular directions and decisions, as well as to inform future product roadmaps.

UX Design

- Sketch conceptual designs.
- Design, optimise and own user flows and processes.
- Design lo-fi wireframes - taking into consideration best practice UX content strategy and information architecture.
- Work with product and dev stakeholders to ensure scope, tech capabilities and accessibility are all being met.
- Design and prototype hi-fi screens from UI library.
- Conduct usability testing to ensure the effectiveness of design decisions.
- Handover lo-fi's to UI designers for optimisation.
- Handover and support dev team.
- Act as the user advocate during the planning and development process by offering implementation suggestions from a user-centred perspective.

Who you are

This role requires a unique set of skills and attributes. All people are different, but we believe that if the following described you, you will be well suited for this position:

- 5+ years of user experience design and leading a team.
- Passion for user experience, technology and business.
- Passion and empathy for product and people.
- Enthusiasm to understand customer needs and problems and deliver solutions.
- Comfortable communicating with internal and external stakeholders.
- Comfortable leading and managing a growing team of designers.
- Detail-oriented, process-driven and enjoy solving problems.
- You are hungry to learn and evolve in all things. From leadership skills to design craft to process to industry and market trends.
- You've shipped many consumer products and understand what it takes to build awesome products and experiences.