



## UI/UX Team Lead, Innovation Hub

### About the Innovation Hub

The Innovation Hub is a student-driven research collective that uses a peer-to-peer approach to understand the needs of U of T students. Campus partners provide us with real design challenges, and we hire teams of interdisciplinary students to work on each project using a consulting model. Student team members are empowered to understand their peers' needs using human-centered design and learning as they go, building confidence through practical work experience. Our projects range in scope from designing campus spaces and services, policy evaluation, listening to the needs of students from equity-deserving groups, ideating for the future, and more.

### Working at the Innovation Hub

The Innovation Hub works because of the people who work here! We seek to design *with* students, rather than *for* students. Working at the Innovation Hub is an opportunity to join a cross-functional, cross-disciplinary team of passionate people. Innovation Hub team members learn valuable skills that can be applied across various career contexts.

### Important Job Details

This part-time job requires an individual dedicated to the learning it provides. Innovation Hub team members learn invaluable skills that translate into successful future career outcomes. The main benefit of this job is that you'll learn the skills employers are looking for in a fast-paced environment and have a chance to practice them. Please ensure you have time to dedicate to this role, a flexible schedule, and the ability to meet competing deadlines and re-prioritize work.

### Anti-Oppression Commitment

The Innovation Hub is committed to being equitable and anti-oppressive and prioritizing marginalized students' lived experiences. As such, any forms of discrimination will not be tolerated, including but not limited to racism, sexism, Islamophobia, homophobia, transphobia, ableism, and anti-Semitism.

## UI/UX Team Lead Job Description

The **Innovation Hub UI/UX Team Lead** takes full leadership over user interface (UI) and user experience (UX) projects at the Innovation Hub. All design thinking projects at the Innovation Hub aim to improve campus life, particularly for students. The UI/UX Team Lead supervises a team of UI/UX Web Designers in all aspects of projects, including sketching, prototyping, visual designs (iconography and photography), written content, accessibility, website implementation, and maintenance at every stage of the project. The Team Lead provides guidance and feedback to the team while creating Figma mock-ups, wireframes, storyboards, prototypes, and user flows, writing website content, and designing original iconography and illustrations for each web project.

### **Featured Project: Family-Friendly U of T Virtual Toolkit**

A partnership between the Innovation Hub and the Family Care Office aims to create a 'mini-site' of resources for university staff and faculty to support student parents to be embedded with the Family Care Office website. The site will focus on helping university community members become more family-friendly in their day-to-day practices. Resources include checklists for making events/programs family-friendly, guidelines for providing childcare on an ad-hoc basis, information about the financial needs of student parents, and more. The UI/UX Web Design team at the Innovation Hub will design a fully accessible WordPress mini-site and engage in user experience research, speaking with subject matter experts to develop content. The final deliverables will include a condensed executive-style presentation, a condensed version of the Innovation Hub's design research data about student parents and details about the 'mini-site.'

The UX/UI Team Lead will lead the Innovation Hub work with the featured project and take on other smaller projects as required throughout the year.

## Administration & Project Management

- Participates as an active member of the Innovation Hub's Leadership team – attending weekly leadership meetings
- Actively participates as a member of the hiring team, with direct involvement in hiring and training work-study team members using established Innovation Hub practices or processes
- Leads the team to carry out the project plan, meeting project deliverables, and communicating any project delays to team members and project partners as appropriate
- Takes initiative to communicate with leadership team members about communications needs, upcoming project deadlines, etc.
- Collaborates with project partners to ensure the project plan meets their goals and communicates any changes
- Negotiates deadlines for visual content and formatting work with project teams, allocates tasks to team members, and ensures that goals and expectations from all stakeholders are met
- Plans and facilitates weekly team meetings according to project plan deliverables
- Provides constructive feedback to a team of UI/UX Web Designers, encouraging them to learn through multiple iterations and trial-by-error

## Website Design, Implementation & Maintenance

- Oversees and updates the website projects, maintaining a relevant and current website design, and ensuring accessibility, meeting all web AODA requirements in collaboration with the Digital Communications Coordinator and Senior Project Assistant
- Design information architecture for websites
- Creates Figma and WordPress Prototypes for website design projects for various website pages in consultation with key stakeholders
- Builds all WordPress pages and sites for website design projects, ensuring all pages are accurate and successfully implemented
- Designs all iconography and photography in collaboration with the Innovation Hub Communications Team
- Ensures quality of all user interface and experience project materials, ensuring adherence to the brand & vision, and that all materials are accessible for the web
- Ensures all webpages meet AODA requirements that are accessible to all people accessing the website.

## Copywriting

- Writes content and copy to appear on websites in collaboration with stakeholders and partners

## User Experience Research

- Leads the team in conducting usability testing and user experience research to ensure website navigation is successful for various stakeholders and users.
- Creates usability testing guides and coordinates recruitment for user experience data collection
- Ensures accurate and timely collection and storage of consent forms and documents
- Responsible for organizing the data storage system

## Database & Documentation Management

- Develops website and process documentation, ensuring that all phases of website implementation and maintenance continue to meet best practices and excellent standards.
- Maintains a repository of website information systems, content, and databases to ensure all information is stored and organized appropriately

## Training Support

- Develops and delivers training for the website on topics such as WordPress, website design, accessibility, prototyping, etc.

## Reports & Presentations

- Leads the team in the writing and revisions of compelling website content
- Responsible for ensuring all elements of the report and presentation are written clearly for previous report findings and website design.
- Leads the team to rehearse and deliver the final presentation for the project partners and U of T community members.

## Must-Have Qualifications:

- Excellent leadership potential - quiet leaders are encouraged to apply!
- Collaborative and iterative mindset to approach unique problems, keeping in mind the audience with the ability to receive and apply constructive feedback
- Strong aptitude for mentoring technical and interpersonal skills, new web designers
- Excellent Interpersonal skills, able to collaborate in a team which is diverse and interdisciplinary, as well as students from diverse backgrounds, programs & study levels
- A high capacity for completing work with demonstrated administrative skills in a fast-paced environment with multiple competing deadlines
- Demonstrated ability to organize one's work and manage tight and often competing deadlines
- Exemplary written and verbal communication skills
- Flexible and adaptable - is excited by performing various roles and tasks.
- Superior time management and administrative skills and the ability to work with tight deadlines
- Strong organization, project management and time management skills

- An Entrepreneurial spirit - and a desire to work in a somewhat ambiguous, ever-changing, and dynamic environment
- Agency and initiative plus a positive attitude and desire to bring positive change to U of T

### Technical Qualifications

- Front-end development experience in HTML, CSS, and JavaScript
- Knowledge of user-centred design principles, information architecture, usability testing methodologies, and interaction design
- Strong web design and software skills in Figma, Adobe XD, or similar tools for creating wireframes, mockups and prototypes
- Experience in database and records management of large volumes of information
- Working knowledge of creating accessibility documents and visual materials
- Experience with design thinking, integrative thinking and qualitative research methodology or a UX background is an asset
- Experience in website software such as WordPress or equivalent
- Strong graphic design skills, visual media and exemplary MS Office skills (Familiarity with Adobe Illustrator, Photoshop InDesign)

### Assets:

- Working knowledge of video editing software (PremierePro, AfterEffects, FinalCutPro, etc.) and social media platforms (Facebook, Instagram, Twitter, LinkedIn, TikTok, etc.)
- Ability to create accessible content and documents (training will be provided)

Here's a personal note to you, the applicant. In this role, you'll also learn to be proactive, check in with your team members and keep them motivated. You'll learn to look ahead at tasks and gain a proactive approach that allows you to take more initiative in the workplace. You'll learn how to succinctly and compellingly convey complex data and ideas that inspire those in leadership toward action. You'll exercise your creativity and learn to convey information differently for different audiences. You'll become skilled at leading and facilitating meetings (and if you don't have tons of experience leading meetings, we'll offer support and guidance so you can thrive). You'll gain an understanding of optimal workflows for maximum productivity. You'll learn that failure is a source of learning and become comfortable with not getting things right on the first try - an essential workplace skill. You'll start to see constructive feedback as a gift. You may already have some of these skills - and that's great - mention them in your cover letter.

We look forward to your application.

## Job Details

- Contract Length: 8 months from August – March
- Hours per week: 20 hours/week
  - 75% of hours in-person a minimum of 3 times a week
- Wage: \$20/hour