

Exciting career opportunity

#Thrive with us and #Come as you are



User Experience Lead (Africa)

KPMG is a global network of professional services firms providing Audit, Tax and Advisory services. Our purpose is to inspire confidence and empower change. We have a notable Africa Footprint serving clients across the continent. Our East Africa practice comprises Kenya, Uganda, Tanzania, and Rwanda. The Nairobi office serves as the regional coordinating office providing the required networking to facilitate delivery of services on a timely basis to meet and exceed our clients' expectations.

Position Summary

This role seeks an experienced professional to lead our team of UI/UX designers in researching, designing, and implementing digital products that are seamless, intuitive, and delightful to users. The UX Lead plays the strategic role of aligning product roadmaps with consumer/market needs, thereby, creating balanced and elegant product solutions amidst constraints in the product's technical framework. This resource will be based in either Joburg, Nairobi or Lagos.

Key roles and responsibilities:

Strategy:

- Provide technical UX support to the Africa digital transformation team.
- Work with relevant functional areas and service lines across the Firm to deliver on client engagement and sales initiatives.
- Leverage local and global KPMG artefacts, SMEs, and other network assets to advance the firm's UX agenda.
- Manage, coach and grow the UX team.
- Research products or services to understand audience and market positioning.
- Understand the psychology and motivation of users to position the product or service in a way that supports this.
- Structure and label information architecture and wireframe to demonstrate look and feel of the experience.
- Create prototypes of websites, applications, or products to further demonstrate user experience.
- Participate in the development and publication of thought leadership.

Client Impact:

- Lead the design of seamless, intentional experiences for customer, employee and partner ecosystems of clients across Africa.
- Develop and implement user experience strategies that align with business objectives and deliver measurable results.
- Provide leadership and guidance to cross-functional teams to ensure the successful delivery of user experience projects.
- Promote awareness of KPMG's User Experience capabilities and artefacts.
- Identify business opportunities across Africa and develop new client relationships to expand the business and ensure a rich pipeline.

- Develop practice through thought leadership, sales enablement and training.
- Identify and evaluate emerging user experience trends that can position clients for better competitive advantage.
- Champion a data-driven approach to understanding user behavior, buying preferences and patterns which can inform an effective user experience strategy.
- Test the user experience and iron out any issues before launch.

Finance:

- Deliver on targets and goals (including sales goals).
- Provide annual budget input for the area of responsibility for approval and integration into service line/ growth area budget.
- Manage the annual budget, including costs for designated area.

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Academic/Professional qualifications and Experience:

- Bachelor's or Master's degree in Information Technology, Computer Science, or a related field.
- Minimum of 10 years or more experience in user experience design.
- Proven track record of developing and implementing successful user experience strategies.
- Hands-on and solid background in conceptualizing, designing, and creating first-class product experiences for consumers.
- Exceptional customer-focus with expert knowledge of ecommerce, usability and experience design.
- Demonstrable experience in delivering fun, innovative and cross-device/responsive interface designs that have delivered commercial success.
- Proven experience with prototyping tools such as Figma and Adobe XD.
- Expert knowledge of visual design tools.
- Good understanding of platform constraints, browsers and accessibility guidelines.
- Relevant industry background with experience of working with digital/technology solutions and experience of managing projects for internal or external clients
- Experience with optimizing websites for mobile devices, social merchandising and user-generated content.
- Experience in monitoring and driving product development from creation of design concepts to the final launch of the product as well as post-launch monitoring and analysis.
- Strong understanding of agile methodology in product development.
- Proven track record of the design thinking ethos of human centered design and ability to adopt it to solve client issues.
- Sector experience in retail, telco, and financial services will be an added advantage.

Personal attributes:

- Demonstrate commercial awareness with sound knowledge of matters affecting the market.
- Demonstrate curiosity around innovation, managing emerging technologies, driving business performance through technology.

- Strong leadership skills and experience managing cross-functional teams.
- Entrepreneurial mind-set and ability to identify opportunities and develop high quality proposals.
- Displays curiosity and innovation and possesses well-developed problem-solving abilities and strong analytical skills.
- Socially confident, and able to create a strong presence with clients and the KPMG team.
- Excellent report-writing, presentation, and project management skills.
- Confident, tactful and able to effectively influence others and deal effectively with senior leaders.
- Strong team and work ethic, comfortable with ambiguity, change and challenge
- The ideal candidate must be able to provide support to various management and leadership levels, as well as work well independently.

We offer:

- An exciting opportunity to work with a Big 4 firm on cutting edge clients across Africa.
- Continuous learning and development.
- Exposure to multi-disciplinary client service teams.
- Unrivalled space to grow and be innovative.
- Opportunity for international travel.

If your career aspirations match this exciting opportunity, please use the link below to apply:

[User Experience Lead \(Africa\)– Candidate's Summary](#). Filling the link is mandatory for consideration alongside your application to talentrecruit@kpmg.co.ke quoting 'User Experience Lead (Africa)'. **This position shall be shortlisted on a rolling basis.**

Please note that only shortlisted candidates will be contacted.