

UX Designer – Future Skills (1.0 FTE)

Fixed Term – 9 months

Background

The Glasgow School of Art (GSA) is a world-renowned institution dedicated to education and research in art, design, and architecture. The **Future Skills team** delivers innovative professional development short courses that align with GSA's ambition to become an **Entrepreneurial Campus** and support the implementation of the **Knowledge Exchange and Impact Framework (KEIF)**.

The team also plays a key role in advancing strategic initiatives such as the **Rural Lab** our Research centre for Innovation and Enterprise incorporating.

This is a unique opportunity to join the Future Skills team as a **UX Designer** and lead on the development and delivery of courses and services that enhance learner experiences, support strategic goals, and promote knowledge exchange. The postholder will also take responsibility for developing and delivering a new range of Edu-tourism courses based at our Highlands and Islands Campus.

The Role

Job Title	UX Designer
Location	Forres, Moray
Reports to	Programme Manager
Purpose	To make a significant contribution to the Future Skills team, particularly in designing and delivering innovative user experiences for professional development courses and strategic initiatives. The role will involve leading on the participatory design and development of user-centered learning services, including Edu-tourism courses, to drive entrepreneurial innovation and knowledge exchange.

The postholder will play a pivotal role in supporting GSA's **Knowledge Exchange and Impact Framework (KEIF)** and strategic ambitions, including the **Rural Lab** and **Entrepreneurial Campus**, by designing services and platforms that foster collaboration, accessibility, and impact. The role will require close collaboration with internal and external stakeholders, including academics,

professional services, industry partners, and community groups.

The UX Designer will also contribute to the development of Future Skills' creative and entrepreneurial activities, helping to establish a strong and sustainable foundation for knowledge exchange, professional development, and collaborative opportunities across GSA's wider portfolio.

Principal Duties

The successful candidate will:

1. Leadership in UX and Service Design

- Design and deliver user-centered services, platforms, and tools to support GSA's strategic initiatives, including Rural Lab and Entrepreneurial Campus.
- Take ownership of the learner journey for Future Skills courses, working with colleagues to ensure inclusivity, accessibility, and engagement.
- Collaborate with academics and stakeholders to co-design innovative course offerings, tools, and services.

2. Leadership of Edu-tourism courses

- Lead on the **development** of Edu-tourism courses, designing strategies to increase participation and revenue.
- Deliver inspiring and high-quality Sketchbooking courses across in-person, online, and hybrid formats.
- Enhance the Edu-tourism portfolio based on **client feedback** and emerging trends, ensuring it remains innovative and impactful.

3. Course Development and Delivery

- Design, prototype, and implement course experiences using **Canvas LMS**, creating custom themes, templates, and interactive environments.
- Transform academic content into engaging and accessible learning materials, integrating multimedia and interactive elements.
- Maintain and enhance LMS customizations and test emerging tools and features.

4. Strategic Contribution to KEIF and Knowledge Exchange

- Design services and platforms that align with the **Knowledge Exchange and Impact Framework (KEIF)**, promoting collaboration between GSA and external partners.
- Develop evaluation frameworks to assess the quality and impact of GSA's CPD offerings and services.

- Foster connections with external organizations, rural communities, and industry partners to promote knowledge exchange and social impact.

5. Evaluation and Continuous Improvement

- Conduct **user testing** and evaluations to identify areas for improvement in courses and services.
- Use data-driven insights to refine and enhance learning experiences and tools.
- Stay updated on trends in UX, digital learning, and accessibility to maintain GSA's competitive edge.

f. Other Duties

- Maintain awareness of developments in UX, service design, and learning technologies.
- Represent GSA and Future Skills at internal and external events.
- Ensure the secure handling of research data and compliance with ethical guidelines.
- Contribute to GSA's commitment to equality, diversity, and inclusivity.
- Undertake any other duties as deemed appropriate by the Programme Manager

3. Person Specification

a. Essential Criteria

1. Education and Knowledge:

- Degree in a relevant design discipline (e.g., UX Design, Service Design, Digital Media, Product Design).
- Strong knowledge of **UX principles**, service design methodologies, and accessibility standards.
- Familiarity with Canvas LMS or equivalent digital learning environments.

2. Experience:

- Proven experience leading UX or service design projects.
- Experience developing, marketing, and delivering creative courses, workshops, or professional development offerings.
- Demonstrated ability to collaborate with diverse stakeholders, including academics, industry partners, and community groups.

3. Skills and Attributes:

- Proficiency in **Adobe Creative Suite**
- Strong ability to conduct **user research** (e.g., usability testing, focus groups) and translate insights into actionable designs.
- Ability to manage multiple projects, set priorities, and meet deadlines.
- Excellent communication and interpersonal skills, with the ability to influence and inspire.
- Commitment to equality, diversity, and inclusivity.

b. Desirable Criteria

1. Experience in higher education, professional development, or innovation contexts.
2. Familiarity with emerging technologies (e.g., AI, gamification) and their application in learning and design.
3. Knowledge of evaluation methodologies for assessing service quality and impact.
4. Experience designing and delivering knowledge exchange or community engagement projects.
5. Flexibility to travel within Scotland and beyond, as required.

c. Internal Contacts

- Programme Manager (line manager).
- Senior Learning Designer and Future Skills staff.
- Academics and professional services staff across GSA.

d. External Contacts

- Clients and participants of Sketchbooking courses.
- Knowledge Exchange partners and Rural Lab stakeholders.
- Industry partners, community groups, and external organisations.

Terms and Conditions

Contract	Fixed Term – 9 months
Probationary Period	It is recognised that there is an inevitable ‘settling in’ period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 3 months.
Salary	Grade 6, £37,174.00 - £42,882.00 per annum pro rata
Hours	Full-time (35 hours per week)
Holidays	35 days plus 11 statutory holidays per annum pro rata
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	3 months