

Junior Design Associate at Poa Internet

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); We believe EVERYONE in the world deserves access to the internet and affordable communications. Communications have an incredibly positive impact on improving the lives of individuals and accelerating the economic and social growth of developing countries; yet 4.4 billion people around the world are still unconnected and many more are poorly serviced. At poa! we believe everyone deserves access to the internet and it should not be limited to the privileged few. Our poa! Internet service provides wireless broadband to low income and rural communities across East Africa, offering individuals and small businesses highly affordable Internet access. poa! brings significant social benefit to the communities we serve by offering free access to digital content including educational and health materials as well as generating substantial employment opportunities.

Mission Statement for the Role:

To contribute in the design of research-grounded interventions and solutions that meet user needs and developing a culture of co-creation, human-centred design, and iteration within the organisation.

Overall Responsibility:

Own assigned human-centred design tasks, contribute to co-create with the Research, Analytics and Product teams to design and measure interventions.

Financial:

Dependent on project needs

People:

None.

Key SMART Results for A-Player

Develop and document a learning and development strategy for the junior designer role with the Design Manager-Q2

Conduct in-person and remote usability testing for Install and Sales journeys on redesigned CRM app-Q2

Own and create assigned mobile and web components for the poa! Internet design kit-Q2

Design Install & Sales Journeys mockups guided by Wireframes and the UI Kit-Q2

Design training material for poa! Share box for poa! employees and sharers-Q2

Design infographic on poa! impact from data provided by respective reports-Q2

Follow up on tickets arising from feedback gathered during design field visits that concern other departments and ensure they are resolved accordingly-Q3

Translate CJM outline from Miro to a shareable and scalable model for company wide sharing-Q3

Document research insights for the pilot of digital education initiative-Q4

Requirements**Level of Experience Required (Mandatory & Nice to Have)**

1-2 years design experience (e.g UX and UI)

Department stage of development where this role sits

Rapid Scale and Growth

Key Competencies Criticality (H, M, L)

Foundational design skills across design disciplines including UX and UI-H

A portfolio with some design work that includes UX/UI projects-H

Has taken courses to get acquainted with HCD ethos-M

Willing and able to get down and grubby on the ground in the areas we operate. Tactical, scrappy, relentless-H

Willing to engage customers, stakeholders, and communities in efforts to understand their needs-H

Customer-centric mentality; focused on accurate representation of customer voice no matter the audience-H

Ability to capture stakeholders thoughts in notes, sketches and other forms of documentation so they can be pursued-H

Has worked across low income communities across Kenya to understand user needs, motivations, and context-L

Mandatory Criteria if Any with no exceptions to hire:

Foundational design skills with ability to design digital products

A portfolio of product design projects that showcases understanding of design principles

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