



About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content to their customers.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Hotel Chocolat, Holland & Barrett, Belk, PLT, the Cotton On Group and FeelUnique.

Founded in 2011, the company has offices in London and New York. It is Venture Capital backed having raised £16.5 million with the most recent round led by Smedvig, with participation again from previous backers Beringea and Meyer Bergman.

About the role - Senior Product Designer

The Product team creates and maintains a range of platform solutions adopted by a wide range of clients. The challenge here is to understand how our platform is used, striking a balance between opinionated design and catering to customer requests.

You'll help improve the Poq platform and its user-facing e-commerce apps, client-facing content management and admin apps, internal tools - all within a consistent Design System that you will help to evolve. Our technology and apps are used by millions of customers, so you will be able to make a direct and significant impact on a large group of users. You will appreciate the emotional impact that beautiful typography, consistent iconography, and effective animation have on users, but also understand that the best design is the one that best solves the problem at hand.

What you'll be doing

- Improve the POQ platform through better solutions, visuals, copy, iconography, processes, tools.
- Own the research and end to end design of major features on our platform
- Prototype: static/interactive, low-high fidelity
- Collaborate on user research
- Work on our Design System to increase product quality and productivity
- Collaborate with developers, ensuring technical feasibility and documenting your work.
- Communicate your work clearly to other team members and gather feedback.

What you'll be working on

- Complex Design Systems spanning internal and external apps for dozens of clients
- iOS and Android native platform apps
- Internal and Client-facing Web tools (CMS, Theming, more)
- Evangelising design principles and process to the wider company

What we're looking for

- Native app design experience. Mobile-first as a primary area of focus
- Enthusiasm for an iterative design process, inspired by group critique
- Ability to understand and prioritise complex requirements, communicate solutions through sketches, hi-fidelity comps, and prototypes, to a technical and non-technical team members, justifying your decisions and compromises
- Ability to function independently and in a team environment with solid collaboration skills
- A strong understanding of Human-Computer Interaction principles
- Appreciation for accessibility, how it impacts people's lives, and that it should be baked into your solutions and process
- Understand the need for the various types of research and evangelising other teams to do their own (you won't be a researcher, but a passion for the discipline and researchOps is a plus)
- Knowledge of platform-specific patterns (e.g. iOS Human interface guidelines, Android Material guidelines), and the ability to maintain and iterate our own web interface guidelines



- Highly skilled in Sketch, understanding libraries, symbols, shared styles, as well as naming conventions and layer organisation
- Experience working with design versioning and collaboration tools such as Abstract a plus but not a requirement
- Prototyping experience is a requirement, either static or hi-fidelity prototypes, ideally using one of Sketch/InVision/Principle/Origami

How to apply

We'd love to hear from you - please email your CV to recruitment@poqcommerce.com.

GDPR Compliance at Poq

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.