



About Poq

Poq is a MACH-certified Software-as-a-Service (SaaS) company, empowering retailers to create highly effective and fully-customized mobile native apps that enable retailers to provide a superior shopping and engagement experience. Anywhere.

Retailers work with Poq to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content, communications and rewards. Poq clients include global brands and retailers, such as Studio Retail, Hotter Shoes, Cotton On, Ardene, Cotton Traders, francesca's, Surfstitch, Card Factory, e.l.f Cosmetics and more. Our Apps serve consumers around the world, with releases in the UK, US, Australia and New Zealand, and Europe, with growth expected to happen in many more.

With everything from maps, memories, music, and money going mobile, Poq has been at the forefront of developing market-leading native mobile apps for forward-thinking retailers to deliver engaging customer experiences since 2011. The company is venture capital (VC) backed, raising £16.5 million after having closed Series B funding in 2018. Its most recent funding round was led by Smedvig Capital, with participation from previous backers, Beringea and Revolt Ventures.

Poq's best-in-class native mobile app development platform is microservices-based, it scales in the cloud and is architected to be part of the headless trend (MACH). This enables our developers to hone their skills using the latest and most progressive operating system (OS) languages and frameworks.

We are also currently a **remote-first company** with a landing pad in London and head offices in London and New York. So, if you'd like to work at the cutting edge of digital business-to-consumer (B2C) innovation, please contact us

Introducing the iOS team

Our designers are the people who drive the experience on the eCommerce apps you find on your phone. They innovate and find solutions to challenging issues. They take ownership of features, making sure to pass on any knowledge to others in the team, whilst also being comfortable asking questions if they don't know the answer.

The design team is a dedicated function of Poq, and works alongside our developers and QAs.

We know that building great mobile apps requires a great UX. Poq apps are used by dozens of brands and handle millions of pounds of orders weekly. We seek quality in our design practices to enable the best experiences. Some of the key practices which we insist upon across our teams that allow us to release with speed and quality are:

- Adherence to Google and Apple guidelines
- Deep understanding of mobile patterns
- Tight cooperation with the Product team

What you'll be doing

Reporting to our Head of Professional Services, you will sit within the PS team which continuously works on enhancing the overall product experience (agile/design sprint), working from the discovery stage to the finished product. You will have the mission of tackling complex design challenges and providing solutions that are in line with our clients' needs. Delightful visual design makes a great product experience, you will be responsible for improving the way our users emotionally connect with our Apps, enhancing usability and the overall user experience.

You will lead on delivering high-standard visual design and personalised iconography, hand over documents for engineering, as well as develop a UI Design system that span multiple touchpoints using Lean/Agile and user-centred design methodologies.



You will also grow and stretch your knowledge in terms of UI Design principles (consistency, recycling, delighting, simplify, etc) and techniques. As a UX/UI Designer, you will show leadership, imparting your knowledge and skills to inspire others.

What you'll be doing

- You will use an evidence-based approach to design, and you will advocate testing at all stages of your process with your users
- You will take ownership of delivering high quality designs for clients on-boarding to the Poq platform in order to create an intuitive user interface
- Lead on enhancing the visual design standards of the Poq platform as well as managing design techniques & process improvements
- Collaborate actively with our clients, leading requirement-gathering workshops, and expressing their brand through visual language and iconography. You will gather critical information from client meetings, produce insights and research to be able to ensure client expectations are met by running discovery workshops
- You will effectively lead numerous concurrent projects and priorities
- Actively solve client problems creatively using innovative ideas and methodologies
- Define and uphold UX and design standards, guidelines and best practices
- Have the confidence to talk through your methodology and be ready to be challenged
- Solve problems creatively using innovative ideas
- Lead requirements gathering workshops with internal and external stakeholders
- Gather critical information from meetings with various stakeholders and produce useful insight
- Identify areas of improvement within current processes using varied tools and techniques to demonstrate improvements
- Work in an agile way as part of a multi-disciplined team
- Champion Lean principles to challenge current operational delivery behaviours
- Document and communicate the results of your work
- Maintain continuous communication across the project lifecycle to ensure technical feasibility, design consistency and standards. You will justify design decisions with both internal and external stakeholders
- Bring latest UX/UI thinking, tools, practices, trends & developments to inform our standards & design principles.
- Stay abreast of innovations in UX best practices, tools and topics of interest to the design community and share them with others
- Help colleagues around the organisation to understand more about UX design practices by modelling and coaching others
- You will inspire colleagues to understand more about UI/UX design practices by coaching & communicating the results of your work.
- You will ensure high quality UX/UI design is met at Poq

What we're looking for

- At least 1+ years of agency/professional services experience in mobile apps
- Native app design experience, including mobile-first as a primary area of focus (both iOS and Android)
- Knowledge of handling and working with relevant programs and tools (Sketch, Adobe Creative Cloud, InVision and Zeplin)
- Principles of Mobile UI Design (Optimised tap-targets, Affordance, Vertical rhythm, UI patterns and Colour palette)
- Understanding of user-centric design & the full development cycle, from prototype to end product
- Leading workshops and ideation sessions with clients including the ability to work in a fast-paced environment
- Designing with constraints following established design standards, style guides and user flows
- Experience in tying many features into one cohesive product experience is necessary
- Excellent interpersonal skills with a passion for team collaboration
- Experience with being part of a fast-paced agile team
- Being part of design reviews with internal/external decision-makers
- Creative flair, an exceptional eye for detail/quality and a genuine passion for UX and Design