



Consultant/Senior Consultant - Human Factors & Usability

Reports to: Principal - Human Factors & Research
Location: London

Summary

We are looking for a Human Factors Consultant / Senior Consultant to work across our medical, industrial and consumer sectors. Working as part of multi-disciplinary teams, you will help to define, develop, and test ground-breaking systems, always keeping the needs of users at the centre of the process. In this role you will be responsible for ensuring these systems are safe, intuitive, and desirable to use.

Key Responsibilities & Accountabilities

Consulting

Project Work

- Contribute to / Manage and oversee global project activities, maintain client relationships throughout project delivery, help identify and resolve potential issues, participate in project planning, fieldwork, data analysis, reporting and presentations as appropriate.
- Ensure PDD understands and complies with latest regulatory requirements for HFE as part of Medical device development in the relevant country of activity (e.g. EU, US, China, etc.).
- Ensure that PDD procedures and guidelines for the integration of HFE are regularly reviewed and refined to ensure our processes are easy to follow and efficient to implement.
- Ensure efficient and profitable use of PDD resources in delivering usability/human factors services.
- Providing excellent work and presentation in collaboration with other team members for internal review and submission to clients.
- Working to agreed budgets and timescales.
- Delivering innovative and appropriate solutions to client expectations and in accordance with the PDD Quality system.

Team Leadership and development (level dependent)

- Motivate, mentor and inspire project team members and any line reports in specific areas of work.
- Support and mentor junior team members.

Developing the business

- Delivering work leading to successful client relationships, ongoing work and additional projects.
- Supporting existing campaigns and marketing with input and collateral in specialist or interest areas.
- Networking with appropriate professional bodies, academia & interest groups.
- Participating in PDD knowledge share meetings and promote better awareness of capability to other teams and business development.
- Participate in the ongoing development and continuous improvement of your service specialisms in line with plans, changing customer demands and competitive challenges.
- Work closely with Directors to develop, present and sell a compelling usability/human factors service offering as a key point of differentiation to our clients.
- Collaborate with the Business Development team and other team members to build long lasting client relationships and frame proposals and quotes to win new clients.

Specific Responsibility for;

- Continuing professional development against Personal Development Plans.

Participation in;

- Continuous development of Human Science service offering.

Requirements

- Applied experience or an undergraduate degree in Product Design, Human Factors, Ergonomics, or a related discipline
- A strong understanding of the theory and application of Usability, and User Centred Design
- An understanding of the relevant Human Factors Engineering regulatory requirements across geographies
- Excellent communication skills, with ability to work effectively with colleagues from other disciplines, and liaise directly with clients
- Experience in facilitating / moderating research and usability sessions is desirable
- Experience working in the Medical sector would be beneficial

PDD

PDD is a design and innovation consultancy creating physical and digital products and experiences that drive our client businesses and delight their customers and users. We have been winning awards and serving our long-standing clients since 1980.

With studios in London, Hong Kong, Shanghai and Boston, and working in 6 continents, our experienced managers and talented researchers, designers and engineers help companies in the healthcare, consumer and industrial - commercial sectors to grow their businesses through innovation.

We ensure that product and experience solutions are successful by ensuring they are appealing to customers, are feasible and viable for clients to make and are responsible given regulation, society and the environment. Such success creates our future- and it's this sustainable 'win-all-round' business model that excites us- we call it 'Meaningful Innovation'.

We are committed to a workplace environment that promotes diversity across all our studios and this applies to the talent we hire, the customers we work with and the people we interact with on our projects. We offer competitive pay, a range of excellent benefits and opportunities for international travel. Working with us also opens up new networking opportunities and a chance to engage with colleagues at social events.

To apply for this position, please email careers@pddinnovation.com with a cover letter and your CV.

We look forward to hearing from you.

PDD Talent Management