

## User Experience (UX) Researcher

Full time  
Bristol based

Contact: [hello@tumelo.com](mailto:hello@tumelo.com)

### About Tumelo

Tumelo is a purpose-led financial technology company, providing **transparency and influence for investors who want to have impact with their money.**

We believe in a financial system that serves both people and planet. So, over the last year, we've been building a platform that creates value-aligned investments for people like us (environmentalists, feminists, tech enthusiasts...) and giving those people their right to a shareholder voice. This means, collectively, we can influence change at companies we own.

We are an FCA authorised financial institution and are at our most exciting stage of development as our app goes live in the market. We are backed by incredible investors (angels and venture capitalists) and are now welcoming pro-active and enthusiastic individuals (engineers, community managers and product specialists) to our motivated and committed team in central Bristol.

---

## User Experience (UX) Researcher

### What's the role?

This is a unique opportunity to activate and support investors to change the world with their money. You will work within a passionate design and technology team, delivering creative solutions to UX challenges within our world of purposeful investment.

As Tumelo's UX Researcher you will work collaboratively with our Product Manager and Visual Designer to design, develop and deliver a spectacular user experience. Across high-speed, two-week sprint cycles, you will:

- Frame user problems and stories.
- Research user personas and behaviours.
- Co-ordinate and structure in-person and online user interviews to test ideas every sprint: design question sets, prepare sketches, organise interviewees, conduct interviews and analyse results.

- Analyse test results (from interviews and data sets from web and app metrics) to draw data-driven and evidence-based conclusions for concept development and product design.
- Balance user needs with customer requirements.
- Lead and participate in ideation and concept development workshops.
- Create quick-fire prototypes and mock-up wireframes.
- Map out user journeys.
- Proactively communicate results and design rationale to the product and tech teams via online libraries, Zeplin, collaborative discussions and Sprint Review presentations.
- Collaborate with our Visual Designer to develop mock-ups into high-fidelity prototypes with best design practice, accessibility, usability and brand alignment.
- Test with users, moving into live market environments as quickly as possible, focusing on user feedback.

## **Who you are**

- You are an exceptional individual who encapsulates our company values: Open hearts, ambition, bring the magic, long-term thinking & thoughtful listening.
- You are passionate about user experience, testing and design processes. .
- You love working collaboratively in a small team and are a brilliant, proactive communicator.
- You are an enthusiastic creative, with a strong portfolio.
- You have an established user research process that you can apply to improve and champion Tumelo's design processes.
- You highly value both giving and receiving constructive and honest feedback.
- You flourish with autonomy and independence; have a hands-on attitude and an entrepreneurial, problem-solving spirit.
- You have the flexible attitude required in a start-up environment, with the willingness to adapt your role and strategies to our needs as we grow.
- You have a demonstrable passion for social, environmental and/or governance issues.
- You are quick to pick up digital tools and software. Currently we use Adobe Software and Zeplin.
- You have the right to work in the UK
- It takes all kinds. We are building a team that can conquer every challenge, speak every language, and understand every client. We have an ambitious mission to change the world so we will lead by example with a diverse and inclusive team that reflects the world we want to see.

### **Desirable experience:**

These are desirable criteria. We welcome applications from people who do not have all the listed criteria but think they have what it takes and a willingness to learn by doing.

- You have strong experience in UX research, with established but adaptable researching, testing and design processes, specifically for IOS, web and android.
  - You have successfully run user tests/interviews and can reference how you have translated test results into user-driven product decisions.
  - You have a deep and established understanding of user-centred design principles for responsive and adaptive digital experiences; ideally having learnt from past successes and failures.
  - You have worked in agile, fast-paced teams, building new-to-market digital products.
  - You have fluency in design software and tools.
  - You have experience working at financial technology companies, at a start-up or at a user experience agency.
- 

### **The Nitty Gritty**

- Full time role e.g. at least 40 hours/week
  - Flexibility: As an early stage start-up, our team are highly committed and extremely passionate. There is a high level of trust that we're all giving 100%, so while we have some core meetings, hours can be flexible.
  - Based with our team in central Bristol (Temple Meads)
  - Competitive salary based on experience
  - Company pension
  - 25 days holiday plus bank holidays
  - Generous company share options
- 

### **How do we work?**

We are a close-knit, open and honest team, working collaboratively. We are Bristol-based, by Temple Meads; work in an agile manner; and champion transparency both within our team and externally. We currently run two-week sprint cycles to maximise productivity of product development, including morning stand-ups, sprint planning sessions, demonstrations where we celebrate achievements and sprint retrospectives, where we analyse how the team

performed over the previous cycle, focusing on how we can improve going forward.

We foster learning and development by working collaboratively and championing autonomy, and we make time to connect and reflect as a team through sprint retrospectives and monthly 'celebrate success' evenings including dinners, drinks, sport, board games... plus, for our first team retreat we are spending 3 days on a boat sailing in Scotland!

## **What is our recruitment process?**

If Tumelo sounds like a bit of you and if you are excited to ride this rollercoaster alongside us, then please apply to [hello@tumelo.com](mailto:hello@tumelo.com) and include:

- An up-to-date CV
- A short cover letter explaining the life experience that makes you amazing; why you're good for us and especially why we're right for you

We'll read and reply to every application we receive.

Stage 2 is a 1.5 hour in-person interview where we'll cover culture and technical stuff. If successful, we'll make you an offer and ask you for lunch to meet the rest of our team & ask remaining questions before accepting the position of a lifetime!

**Role appointment on a rolling basis and start date asap thereafter.**