



**Location:**  
Brighton, UK

**Email:**  
hello@benwatson.eu

**Phone:**  
+44 7754740208

**Website:**  
<https://benwatson.uk>

# UX/UI Designer

I am an experienced and well-versed user centric designer with over 20 years of commercial experience across government, financial and gaming sectors. I have had the pleasure of working in the UK, Europe, Australia and the US.

I help shape digital products by producing designs informed by the requirements of businesses, technical boundaries and the needs of end users. I communicate my ideas clearly and validate my output through research and testing.

**I take great pride in what I help create.**

## Experience



**Position** **Lead Interaction Designer** - Financial Conduct Authority  
**Dates** Nov 2022 - Jan 2024  
**Role** Working on discovery and alpha phases for the Transforming Data Collections joint programme with the Bank of England, my role has been to design and create artefacts for testing with an array of users. The role required understanding of complex data structures and the generation of data driven prototyping mechanisms in order to validate and communicate concepts to wider technical teams. My role also required setting up ways for subsequent interaction designers to work within the organisation by advocating for and working to integrate best practices from the GDS playbook.



**Position** **Lead UX Designer** - London Borough of Camden  
**Dates** May 2022 - Sept 2022  
**Role** To set up and make available a component library for use across public facing products and services. I was approached by Camden Council following the completion of a similar requirement from another London borough council. Additionally, my role was to integrate and advocate for best practices from the GDS playbook such as use of the GOVUK prototyping kit and research lead design.



**Position** **Senior Interaction Designer** - Department for Education  
**Dates** Mar 2022 - May 2022  
**Role** Working on the alpha phase of a project aiming to address issues with the sharing of information across departments and organisations, my role was to understand data requirements, existing constraints and pain-points and provide concepts and artefacts to present to users in order to identify possible directions towards solutions in later phases.



**Position** **Principal UX Designer and Front End Developer** - London Borough of Sutton  
**Dates** Feb 2021 - Feb 2022  
**Role** Alpha and beta phases for a ground up redesign (and re-platforming) of Sutton.gov.uk. My statement of work included designing, building and documenting a component library for the organisation and creating and implementing the front end of the Sutton.gov.uk site. This role required a wide range of skills from visual design, user experience documentation, user research planning and analysis, data driven prototyping and production grade front end delivery.



**Position** **UX Designer** - Definition Health  
**Dates** Oct 2020 - Jan 2021  
**Role** Discovery and alpha work for a 'recovery process (from surgical procedures)' application. Duties included overseeing user research, producing documentation such as service blueprints and customer experience maps and implementation of a rapid prototyping platform in Node, Express and ReactJS



Position **Accessibility Auditor** - Intellectual Property Office  
Dates Sept 2020 - Sept 2020  
Role Accessibility audit and recommendations for Intellectual Property Office's digital estate. This included specific recommendations and practical steps for a range of utilised technologies.



Position **Senior Interaction Designer** - Department for Environment, Food and Rural Affairs  
Dates Jun 2020 - Jan 2021  
Role Alpha and beta phases (2 internal phase assessments) - standard GDS project in a multi-disciplinary team, IxD work and running UR sessions where necessary and presenting for two phase assessments



Position **UX Designer** - iOWNNA  
Dates Feb 2020 - Jun 2020  
Role Discovery and alpha work for a web and native application. Duties included overseeing user research, producing documentation such as service blueprints and customer experience maps and implementation of a rapid prototyping platform in NodeJS, Express and ReactJS



Position **Lead UX Designer** - States of Guernsey Revenue Services  
Dates Feb 2019 - Jan 2020  
Role Working with the Revenue Service of the States of Guernsey, my role has been to understand and document existing services and identify opportunities for improvement. Primarily focused on an overhauled tax return process, my focus has been to understand the needs and concerns of end users and produce empathetic designs. My role has been to create end to end flows for users' accounts and journeys into the 2019 tax return incorporating a new approach to design which builds on the GDS design system and introduces best practices to the Revenue Service's form interactions and end to end service.



Position **Senior Interaction Designer** - HM Courts and Tribunal Service  
Dates Oct 2018 - Feb 2019  
Role Contributing to the over-arching service and designing and producing hi-fidelity prototypes with a small but very capable team for the alpha stage of the civil enforcement part of the HMCTS reform programme. The role called for rapid iteration of service concepts and prototype output for regular user research and testing to produce recommendations for the conclusion of the alpha phase. The team were amongst the first to be assessed under the new GDS guidelines.



Position **Interaction Designer** - HMRC  
Dates Jan 2017 - Oct 2018  
Role Working within a multi-disciplinary team and championing the needs of end users. I was empowered to help shape products and services by understanding the requirements of the business and policy and discovering the base needs of users in order to propose designs that are sensitive to all parties. My role spanned across elements of service design and required the ability to clearly communicate ideas to teams in various locations and with varying digital experience utilising workshops, user journey maps and interactive prototypes.



Position **UX Designer** - OneFamily  
Dates Aug 2014 - Jul 2016  
Role Responsible for the output and client-side functionality for financial applications built for The Post Office, AA Finance and the Bank of Ireland as well as OneFamily. Working within regularly rotating teams in an agile environment, this role has a strong focus on incremental development of the product and liaising with external stakeholders to enforce their brand values.



Position **Senior Interactive Developer** - Soap Creative  
 Dates Jun 2013 - Mar 2014  
 Role Working with Australia's most decorated digital agency (Soap) and responsible for output across web channels for new projects. With a very strong focus on being amongst the most progressive and forward thinking global agencies with emphasis on responsive, mobile centric, inclusive design and development.



Position **UX Designer** - LCH.Clearnet  
 Dates May 2012 - May 2013  
 Role Responsible for the implementation of holistic user experience strategy and interface across a global, client facing tool for various business lines across the company. The role called for informing product strategy and design and implementation of technical solutions and for the look and feel of the base product.



Position **UI developer** - Activision  
 Dates Aug 2011 - Dec 2011  
 Role Shaping the product for Call of Duty Elite (for Modern Warfare 3) by prototyping a mobile application in conjunction with a lean design team based in Los Angeles. My main duties involved communication of ideas and strategy across in-house design and external development teams based in the UK and US and facilitating discussions between technical teams, business stakeholders and visual designers in order to deliver a product roadmap and the design of the product itself. The product was a considerable success and generated \$100m in its first week.



Deutsche Bank

Position **UX Designer** - Deutsch Bank AG  
 Dates Aug 2010 - Jun 2011  
 Role Working on an internal facing, multi-million Euro tool housing bespoke web applications providing a network for internal brands and teams. The role called for frequent mediation between stakeholders with strong personalities, utilising workshops to identify shared goals



Position **Front End Developer** - Camelot UK Lotteries / The National Lottery  
 Dates Mar 2008 - Jul 2010  
 Role Responsible for defining best practices and developing internal processes for successful delivery of user interface components - essential to ensure consistency in an environment where there were no dedicated technical leads.

Position **Front End Developer** - Toucan Internet / Empower Inc.  
 Dates Jan 2005 - Mar 2008

## Education

### The University of Essex (2006)

LLB Law

### Westcliff High School for Boys (2003)

A Levels - Art (B), History (B), Music (C)

### Westcliff High School for Boys (2001)

GCSEs - A\* (2), A (3), B (5), C (2)

## References and examples

Available upon request.

Some examples available at [benwatson.uk](http://benwatson.uk)

## Personal

Nationality: British / Irish (right to work in UK and EU)