UX Researcher

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Company: تابي

Location: , , United Arab Emirates

Category: other-general

UX ResearcherDepartment: DesignEmployment Type: Full TimeLocation: RemoteReporting To: Amani FairakDescription

Tabby creates financial freedom in the way people shop, earn and save by reshaping their relationship with money. Over 10,000,000 users choose Tabby to stay in control of their spending and make the most out of their money.Over 40,000 global brands and small businesses, including H&M, Adidas, IKEA, SHEIN, noon, and Bloomingdale's use Tabby's technology to accelerate growth and gain loyal customers by offering flexible payments online and in stores. Tabby is active in Saudi Arabia, UAE, Egypt and Kuwait and backed by leading investors including Sequoia Capital India, STV, PayPal Ventures, Mubadala Investment Capital, Arbor Ventures and others.We are looking for an experienced UX Researcher, with experience working on complex user journeys, omnichannel products, and service design research. Candidates, with transferable skills, and who meet the essential attributes from their work or personal experiences, are also welcome

Essential attributes

Behavioural competency

Experience in advocating for people's needs and goals at all stages of product development, with the love to share user research findings, insights and reports, to relevant stakeholders.

Experience in mixed methodology (quant and qual), and longitudinal research for product concept and price testing..etc, in lab settings and/or user's natural environment.

Experience in facilitating design thinking workshops e.g., problem framing, solution

ideation, prioritisation, and co-design research.

Personal attributes

Curiosity for understanding human behaviour, ways of thinking, motivations and needs

Empathy with people from different backgrounds, cultures and needs

Passion for using and learning creative research methods that study user engagement and motivation over a period of time

Ways of working

Impact and value-focussed and recognises that research success depends on the impact it makes for end users and business

Adaptable and is ready to change own plan, based research findings, changing customer needs, and/or business priorities, for a better customer experience overall.

Adopt highest ethical standards to user research.

How we work: We have grown from ten to nearly 400+ staff, across different functions. This role sits under the UX Research function, as part of the Product & Design Team. Our team consists of product managers, designers, and recently research and writing.Our product channels are available online and offline. This variety means that we are able to provide a seamless and enjoyable customer experience of shopping and money services.Whom you will be working with:We are expanding our UX Research team of 5, to have another UX Researcher joining us. You will be working with the UX Research team, product managers, UX designers, UX writers, and customer service and marketing teams.

What you will be doing:This role supports the existing product teams, and provides specialist research expertise, from identifying user problems in-depth, concept testing, product validating, to running research on the ground, and sharing actionable insights.This means that you will own your part of the UX research in product development, as follows:

Advocate for end user's needs eg customers, merchants, staff..etc

Advocate for Design Thinking Approach within Tabby, and facilitate workshops in hypothesis formulating, problem framing, solution ideation, prioritisation, and co-design research.

Run both agile and longitudinal research studies, for concept and price testing.

Identify proactively research opportunities, that meet customer needs and business objectives

Lead on developing 1-2 parts of UX Research Ops e.g., Community of Practice, Sharing Knowledge across the organisation, UX Research Library and making it accessible, and/or delivering training and development sessions as and when needed.

Desirable attributes:

NN/g certification.

A PhD degree in psychology, anthropology, human-interaction design or similar social science discipline.

Experience in managing or mentoring junior researchers

Experience in using collaborative and testing research tools eg Miro, Condens, Lyssna, and Notion

Why you should join Tabby:

Independence: you will be assigned your own project from day one. This means you will have full ownership of your project from start to finish

Making an impact: you have a real opportunity to share your passion in creating a worry-free world, transparency, and equity, by advocating for people's needs among product teams

Remote or hybrid working: you have the option to work anywhere in Saudi Arabia

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