JONATHAN THOMAS

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Lead User Experience/Interaction Designer with 18 years experience of working in multi-disciplinary agile teams. I am passionate about digital transformation. I love creating user-centered services and helping others to create them. **I have SC clearance until 31 October 2025.**

Lead Interaction Designer at Home Office (remote)

March 2023 - Present / Contract - *Details bound by the Official Secrets Act*

- Lead interaction designer, leading a team of UCD practitioners for one of the largest digital transformation projects in government over recent years.
- Employed in 2023 with a mandate to ensure quality and adherence to GDS standards across the service.
- Involved in all epics from inception to completion, either as main designer, content designer or overseeing lead designer, to ensure consistency and adherence to design best practices.
- Worked with User Researchers to create dynamic prototypes and design new features, making changes based on evidence of user needs and pain points.
- Liaised with senior stakeholders to ensure that user needs were heard and presented solutions designed to address them.

Lead Interaction Designer at Capgemini working with DWP, Newcastle (and remote)

September 2020 - March 2023

- Creating dynamic prototypes using Gov.uk Prototype Kit. Utilising design patterns from Gov.uk Design System as well as creating bespoke designs when necessary, to meet user needs.
- Use HTML, CSS (and SASS) and node.js routing to create complex prototypes that meet user needs.
- Fully immersed in User Centered Design practices. Prototypes are regularly tested with users and changes are made iteratively for continuous improvement.
- Prototype on paper and in code and use Sketch for wireframing and user journey maps.
- Use version control (Git) and Heroku for hosting.
- Content Design
- Reporting UX/UR findings to team and stakeholders through presentations and artefacts (documents and infographics).
- Organised and led Gov.uk Prototype Kit tutorials and service blueprint workshops for Capgemini colleagues.
- Actively involved in agile ceremonies, daily, including sprint planning, review and retros.
- Lead a panel of Government based designers to mentor others in Capgemini on working as a designer in Government and how to approach design assessments.
- Digital transformation of the Maternity Allowance service, including UX and Service Design. Took the project through Discovery, Alpha and Beta Assessments.

- Identified the need for and created an Appointee digital service for use by staff, with a longer term vision for a citizen facing service.

Lead UX Specialist at CGI working with HMCTS, London (and remote)

September 2018 - September 2020

- Improving UX to transform legacy systems to GDS standards and improving them for Magistrates and Legal Advisors.
- Built a strong UK wide User Centered Design community of CGI designers, with regular meetups.
- Facilitated user workshops and stakeholder presentations for product enhancements.
- Worked closely with the product owner (client) to ensure designs met user and business needs.
- Promoting continuous improvement and consistently identifying and addressing user needs through user research and thorough user testing.
- Facilitated and wrote scripts for user testing. Lead design reviews for findings and iterated designs accordingly for future testing.
- Balanced complex business needs with creating a simpler interface and user experience.
- Ensured quality and excellence by implementing best practice UX, Accessibility and Front-end standards and processes that can be reused by the team & across projects.
- Collaborated with the team by leading design reviews, code reviews and involving them closely in user research and sought opportunities to improve design and fix issues.

Lead UX Designer/Content Designer at Companies House, Cardiff

September 2016 - August 2018 / Contract

- Lead Interaction/Content Designer on a service enabled hundreds of thousands of users to register a new company and corporation tax in a single transaction.
- Created user journey maps and reported data analytics to senior stakeholders to inform design.
- Built an inclusive service thoroughly tested by Digital Accessibility Centre (DAC)
- Forged positive relationships with key stakeholders to get change and continuous improvement.
- Presented design work at the successful GDS Beta assessment, Feb 2018.
- Established design review sessions to ensure and improve quality standards between teams.
- Redesigned and simplified complex concepts such as shares, shareholders and PSCs.
- More than 60,000 companies have successfully registered using the service.

UX Designer/Content Designer at Environment Agency, Bristol

January 2016 - August 2016 / Contract

- Lead content designer on the flood risk management project which helps local councils get funding from DEFRA for flood protection projects in their area.
- Redesigned a complex and busy service to a simpler, 'one thing per screen' approach with leaner content.

- Achieved greater completion rates.
- Passed GDS Beta assessment, Sep 2016.
- Led user journey mapping sessions.
- Facilitated usability sessions.
- Built a prototype for the 'I want to fish' project.
- Passed GDS Alpha assessment, Feb 2016.

Senior UX Designer at Intellectual Property Office, Newport

April 2015 - December 2015

- Prototyped new admin system for patents.
- Identified user requirements.
- Ran user testing.

- Passed GDS Alpha assessment, Sep 2015.
- Established a design pattern library.
- Lead UX team meetings.

Senior Web/UX Designer at Companies House, Cardiff

October 2007 - April 2015

- Lead designer on the modern Companies House search service.

"What it gives you is a beautifully designed summary of public information about that company" - Mike Bracken, former head of GDS

- Exemplar award winner 2014, for going above and beyond in my role as a designer.
- Implemented accessibility standards.
- Mentored and led the UX team.
- Redesigned company filing, incorporation and annual return services.

Training and education

2019 'Presenting with Impact' & Certified Scrum Master
2015 - 2017 GDS content design, Lean UX, Coaching, Usability, Prototyping, WAI-ARIA, Agile
2011 - 2014 Certified Responsive Web Design Specialist, HTML5, CSS3, Mobile Web Design, jQuery
2007 1st Class Hons BSc, Interactive New Media Technologies University of Glamorgan