

Job Description – UX/UI Designer

Department: Digital Governance

Location: Agence Togo Digital, Lomé, Togo

Reporting Manager: Head of the "UX/UI Design" Team

Positions available: 1

Main Mission

Under the supervision of the Head of the "UX/UI Design" Team, the UX/UI Designer will be responsible for designing intuitive, accessible, and user-centered digital experiences as part of the digital transformation initiatives of the Government of Togo.

He/she will contribute to designing user interfaces and journeys for public digital platforms and services, ensuring a consistent, inclusive, ergonomic, and compliant experience that meets design and accessibility standards and best practices.

In the execution of their duties, the UX/UI Designer is expected to deliver the following outputs, depending on the specific scope of the assigned projects:

- **User Journeys** based on personas and user needs analysis
- **Wireframes** and functional layouts
- **Interactive prototypes**
- **Design systems** and UI component libraries
- **High-fidelity user interfaces**
- **UX/UI audit reports** and improvement recommendations
- **User testing reports** and feedback analysis
- **Ergonomic and accessibility guidelines**
- **Functional and design documentation**

The UX/UI Designer will work in close collaboration with Product Managers within ATD (Agence Togo Digital). He/she may also be requested to participate in the design and user acceptance testing (UAT) phases of platforms developed by the Agency's contractors and/or public administrations (should the latter request it).

Responsibilities

1. User Experience (UX) Design

- Understand and analyze user needs based on project documents (PRDs, user stories, functional briefs, business workshops, user interviews, etc.).
- Design and map user flows as well as the information architecture of digital platforms.
- Create personas, user journeys, wireframes, and interactive prototypes.

- Participate in the continuous improvement of the user experience on existing platforms.
- Conduct UX/UI audits to identify friction points and provide recommendations for improvement.

2. User Interface (UI) Design

- Design modern, intuitive, consistent, and accessible interfaces in compliance with international design standards.
- Produce high-fidelity mockups and interactive prototypes for digital platforms.
- Participate in defining and maintaining a unified design system for government platforms.
- Ensure the visual and functional consistency of interfaces while adhering to the brand/graphic guidelines.
- Apply digital accessibility standards (WCAG) throughout the interface design process.

3. User Research, Testing, and Continuous Improvement

- Participate in organizing and conducting user tests to evaluate the overall user experience.
- Analyze user feedback and interface performance metrics to drive continuous improvements.
- Contribute to user behavior analysis and the optimization of digital journeys.
- Participate in A/B testing and user data analysis to inform design decisions.

4. Collaboration with Technical and Business Teams

- Collaborate closely with Product Managers, developers, architects, and business teams to ensure the feasibility and quality of designed solutions.
- Support developers to guarantee the correct implementation of interfaces and design components.
- Participate in Agile ceremonies (Scrum, Kanban) and co-design workshops.
- Ensure smooth and seamless communication between various project stakeholders.

5. Watch and Innovation

- Maintain a continuous watch on UX/UI trends, design tools, and digital best practices.
- Promote a user-centered approach in the design of digital public services.
- Contribute to elevating design and user experience standards within the Agency.

Required Skills

- Excellent command of UX design principles, ergonomics, and Design Thinking.
- Proficiency in Figma as well as other design and prototyping tools (Adobe XD, Sketch, Adobe Suite, or equivalent).
- Ability to design wireframes, mockups, and interactive prototypes.

- Proven experience in designing web and mobile applications.
 - Solid understanding of technical constraints related to front-end development.
 - Knowledge of digital accessibility standards (WCAG).
 - Familiarity with A/B testing and user data analysis.
 - Basic understanding of web development (HTML/CSS) is a plus.
 - Knowledge of Agile methodologies (Scrum, Kanban).
 - Ability to synthesize and explain technical and functional concepts to non-technical stakeholders.
 - Excellent written and verbal communication skills.
 - Strong collaborative mindset and ability to work effectively in a team.
 - Empathy and active listening skills to deeply understand user needs.
 - Creativity, innovation, rigor, and sharp attention to detail.
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Qualifications

- A minimum of a Bachelor's degree (BAC+3) in multimedia communication, digital communication, or a related field.
- A certification in UX/UI Design would be an asset.
- A minimum of 3 years of professional experience in a similar role.
- Experience in public service digitization projects or high-impact user platforms would be a strong asset.

Note: A portfolio demonstrating relevant UX/UI achievements is required. If possible, please attach it directly to your application file.