

Job canvas – Customer Strategy & Design

Job summary

As a junior UX design consultant, you will help analyse client problems, design solutions with a human-centred approach, and communicate ideas through concepts, prototypes, and presentations.

Responsibilities

- Apply human-centred thinking to understand a client's problem
- Support design research by analysing qualitative and quantitative data, desk research, and user interviews
- Take part in design workshops and ideation sessions
- Create digital concepts, wireframes and prototypes
- Support the team on visual communication and design tasks

About Customer Strategy & Design

We help our clients best understand the needs and behaviours of people, be it their customers, employees, or external partners.

Equipped with this insight and understanding of the opportunity spaces, we support them through a co-design process to create an experience that strikes the balance between what is desirable to the end-users and, what is feasible and viable for the business.

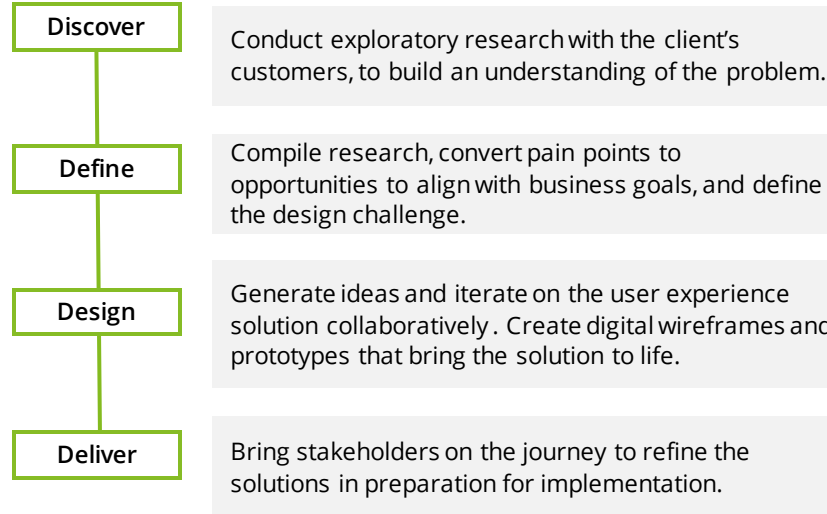
Project examples include: UX design, customer research, customer experience strategy, end-to-end experience visioning, prototyping and testing of future experiences (both digital and physical), workshop facilitation, and Design Thinking training.

The CS&D Team is led by **Leissa Wheatley** in Auckland, and **Sonali Mukherji** in Wellington.

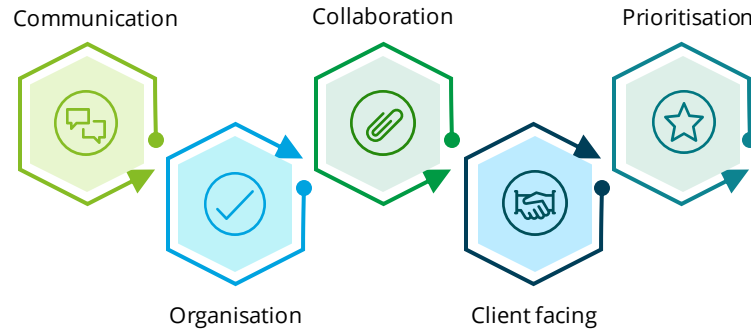
How we invest in you

- An initial 90-day induction plan to learn about the business and clients, along with ongoing support and mentorship
- Personalised Buddy and Coach to show you the ropes and guide your career
- Deloitte pays for ongoing education/study days

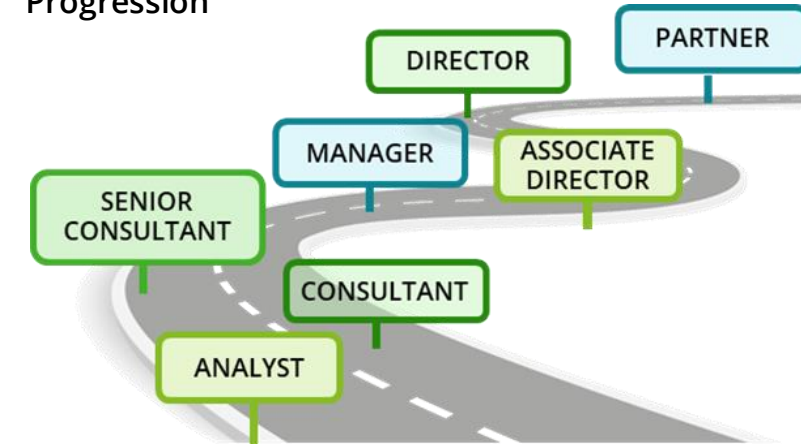
Project overview



Competencies



Progression



Experience

We are looking for those who have a **passion in understanding people** and can dig below the surface to uncover core needs and motivations, and **those who enjoy problem solving** and can think critically.

Education and Certifications

We are looking for those who have a **designer's mindset, with experience working on digital products**. You could have a background in UX design, visual communication, marketing, information systems, psychology, information systems or business.

Technical Capabilities

We use a variety of **design tools** such as Figma, Miro and Adobe. We expect that you will be able to **learn these tools on the job**, but experience with these is preferred.

Behavioural Anchors

Empathy is a key skill, as is building connections with a range of people - clients, their customers and our team. Our ideal candidate is someone who can **confidently collaborate with the team**, build on their own and others' ideas to bring experiences to life for the client.

Contact – Early Careers Team



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Social media



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