

Work experience

October 2022 – present	Digital Content Designer and Director Kingston Hendry Ltd <ul style="list-style-type: none">• Providing content design expertise to teams working on digital services• Reviewing websites and advising on improvements to access and content	Remote, UK
April – October 2022	Digital Content Designer HMRC (contract) <ul style="list-style-type: none">• Worked within an agile delivery team to create and iterate user-centred content• Identified errors with Welsh translations (despite not being a Welsh speaker), designed a new process for requesting and recording Welsh content that is more efficient and robust• Conducted an audit of the service, updated content and URLs to meet GDS standards• Created a design history of prior and current iterations of every page within the service, to support the team as they prepare for assessment	Remote, UK
October 2020 – April 2022	Digital Content Designer NHS Business Services Authority (NHSBSA) <ul style="list-style-type: none">• Created and iterated user-centred content to meet GDS and NHS standards, as part of 3 fast-paced project teams• Advocated for user-centred design, worked closely with design and research colleagues on transactional services to meet users' needs and solve their problems• Presented content in the most appropriate format to make it easy to understand• Created an error message framework including establishing principles, and designing 'off-the-shelf' messages for use by the NHSBSA content design community• Contributor to the NHS Style Council and cross-government design community	Remote, UK
January 2019 – October 2020	Founder UK Business School Technology Forum <ul style="list-style-type: none">• Set up network of top-tier UK Business Schools to promote knowledge and share best practice relating to data, technology, digital resources, and UX	UK
August 2016 – October 2020	Technology and Data Manager (January 2018 – October 2020) Saïd Business School, University of Oxford <ul style="list-style-type: none">• Ideated all marketing materials on the department's webpage• Created courses in the School's virtual learning environment (VLE) including production of videos, images, and copy• Led project to replace SaaS including requirements analysis and managing stakeholders Career Development Centre Officer (October 2016 – December 2017) Administrator (temp role August 2016 – October 2016)	Oxford, UK
July 2012 – August 2016	Office Manager (maternity cover November 2015 – August 2016) Emedica Ltd Events Co-ordinator (October 2013 – November 2015) Administrative Assistant (July 2012 – October 2013)	Solihull, UK

Education and qualifications

2018 – 2019	University of Oxford Oxford, UK	Advanced Diploma in IT Systems Analysis & Design (Online) (Distinction)
2017	Assoc. for Project Management	Project Fundamentals Qualification
2013 – 2014	University of Oxford Oxford, UK	PgCert Architectural History (69%)
2005 – 2008	Birmingham City University Birmingham, UK	BA Hons. Architecture 2:(ii)

Additional information

Software and tools: - Confluence, Jira, Miro, Mural, Figma, Slack, Microsoft Office, Google Workspace