Lead Product Designer
Remote / Permanent Full Time

Millions of people worldwide are losing their sight unnecessarily.
Join a mission driven award-winning team who are intent on changing this.

The Role

You’ll be one of Peek Vision’s first design hires and play a key role in helping us better understand and articulate our user needs to build considerate, simple mobile and web experiences that help our partners meet beneficiary needs and run impactful eye health programmes.

We are at an exciting time in our journey as we look to scale our partnerships and grow our impact - your role will help lay the foundation for a design function that can support this.

What you will work on

At Peek, we believe making population need visible to eye health providers improves equitable access to eye health. We help NGO-run eye health programmes strengthen pathways to care and monitor these to see who is and isn’t reaching treatment.

Frontline staff use Peek Capture, our Android smartphone app, to identify eye conditions in the field and refer them to treatment. Peek Admin, our web-based data platform allows programme teams to monitor impact and respond in targeted ways.

By impact, we mean how many people have been identified with a need, and what proportion of these have reached some form of treatment and had their need met.
Role and responsibilities

You enjoy getting to underlying user needs in ideas or requests, shaping solutions through validation and shipping changes that are measurably valuable.

As an experienced designer with in-house product experience in Agile environments, you’re familiar with the lifecycle of validation to development and can help us evolve our ways of working. You enjoy rethinking and validating solutions for new and better experiences, but value delivery over theory and have proven experience of shipping incremental improvements.

You’re a skilled facilitator who can engage colleagues less familiar with a user-centered approach, build on their knowledge and join dots between teams to grow internal understanding of our products and bring value to our users.

Lead design for our core product

- Create and advocate for intuitive and accessible experiences, collaborating closely with our Development and partner-facing programme delivery teams
- Be responsible for all design artefacts, from insights and mapping to UI, eventually maintaining a library of key learnings, flows and interaction patterns
- Be pragmatic about the trade-offs involved in creating the best possible experience within a given scope of change and able to give a rationale for your design decisions

Grow our understanding of who we design for

- Identify research questions and find the best way to answer them, whether through lightweight testing sessions, surveys, reviewing previous sessions, and analysing these for the essentials
- Work to understand the what, why and how of a problem to ensure we’re shipping the right thing and anchor functionality in user goals, whether in the form of user needs / stories / JTBD
- Build internal understanding of our product value and capabilities with artefacts that help teams within Peek better understand our product

Keep an eye on the larger mission

- Understand the current state of our product and the role it plays in Peek’s mission, so the experience is aligned with a longer-term vision
- Support new areas of product discovery by helping translate clinical best practice and recommendations into testable options for end users

Context and fit

Kickstart collaboration: You’ll work with a number of partner-facing teams besides Development, namely those who support programmes and provide training and support. As a self-starter, you can initiate collaboration and have ways of bringing people together around tangible options for improvement.

Strive for clarity: Whether it’s turning raw data into units of meaning, or making sense of different requirements, you’re not afraid of tackling complexity or ambiguity as you seek to clarify things
for yourself and others. You’re a confident and clear writer.

**Empathise with others**: You listen deeply when it comes to both users and colleagues, keep people at the core of your practice and design in service to human need. You understand that human relationships are at the heart of product.

**Communicate your craft**: You love and continue to be curious about design, can visualise and evidence your thinking to others and have methods for organising your process so others can work with you easily.

This role is a great fit for you if:

- You’ve worked in-house on a consumer-facing product
  - We value agency or consultancy experience - especially in terms of communicating with various stakeholders - but ideally you have in-house product experience, owning design to shipping.

- You work well with ambiguity and enjoy defining your role
  - You’re comfortable in an evolving role, don’t need top-down direction and prefer to shape the best ways of working together. You can communicate honestly and ask for what you need.

- You enjoy being hands-on rather than delegating
  - You likely have experience leading a design team, but you still enjoy practising your craft. There will be more to lead as our design capability grows in time.

- You’re comfortable working with a variety of people
  - We’re not a tech-led startup environment, but have a number of ways of working across teams. Our roots are in public health and clinical research, along with a range of experience in engineering, programme delivery and fundraising.

**Location** - Remote. Our teams are global, but chiefly based in the UK (London and thereabouts), Kenya and Botswana.

**To apply**, please email your portfolio, CV and cover letter to recruitment@peekvision.org by 15th February 2021, clearly stating the job title in the subject line of your email.
Our Mission

Poor vision and blindness are the world’s most neglected disabilities. Over a billion people worldwide cannot access the eye health services they need. The number of people affected is expected to triple by 2050.

Most people affected by blindness and poor eyesight live in low- and middle-income countries, and young people, older people and women carry the greatest burden.

Peek Vision is a social enterprise that works with eye health organisations to tackle the global vision crisis by using data to improve equitable access to eye health services.

With Peek, eye health providers can identify gaps and inequalities in their services. People who would have been invisible to health workers or hard to reach are made visible, so that nobody is left behind.

We work in partnership with eye health organisations, governments and international NGOs to make large-scale, sustainable improvements to health systems.

Peek Solutions

Peek solutions are based on smartphone technology and public health expertise. They power eye health providers in low- and middle-income countries to identify and respond to people’s unmet eye health needs.

**Peek Capture** is a smartphone app that allows non-specialists - such as teachers and community health workers - to conduct vision screening and eye health surveys in homes, communities and schools. It integrates the visual acuity check from our **Peek Acuity** Android App, allowing anyone to check visual acuity using a smartphone.

**Peek Admin** is a web platform that displays the real-time data entered in Capture, allowing healthcare providers to understand where the need is greatest and how to improve services.

They are used to power our two main offers:

**Peek for School** and **Community Eye Health Programmes**

We use Peek Capture to help eye health providers reach communities and join up local services, while data from Peek Admin helps ensure those who need treatment are reached. We offer our public health expertise to adapt the solutions to local needs and help partners analyse the data for iterative improvement.

We have supported eye health programmes in Pakistan, India, Zimbabwe, Kenya and Botswana with more set to launch in Uganda, Ethiopia and Tanzania.

**Peek for RAAB7**

RAAB (Rapid Assessment of Avoidable Blindness) is a rapid survey methodology developed at ICEH (International Centre for Eye Health) to identify the prevalence of eye health issues in a given population. Identifying population need is the first step to advocating for and designing impactful programmes.
Our team

**Peek Vision** is a passionate, multi-disciplinary team bringing experience from clinical, financial, technical and NGO sectors. Our tools and approaches are clinically validated and supported by years of peer-reviewed research. We have an active research team who investigate new ways to ensure nobody is left behind in eye health. We are developing new and more meaningful ways for the sector to measure impact and we are trialling innovative approaches to improving eye health services by exploiting the full potential of mobile technology and public health.

We are members of the International Agency for the Prevention of Blindness (IAPB). We continue to partner with the International Centre for Eye Health (ICEH), a research and education group based at the London School of Hygiene & Tropical Medicine (LSHTM) from where Peek Vision began.

Peek is an *impact-driven organisation*, always focused on the people and communities who can benefit the most from improved eye care.

We have offices in Botswana and the UK, and **our team** works with partners across the world to bring better vision and health to everybody.

To find out more about us, visit [www.peekvision.org](http://www.peekvision.org).

*Peek is an equal opportunity employer. Peek will not discriminate and will take measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, promotions, and other conditions of employment against any employee or job applicant on the bases of age, disability, gender, marital status, parenthood, race, religion or belief, sex, sexual orientation, or any other factor which may be deemed discriminatory. Further the diversity of our team is important and crucial to our impact and we seek to ensure our team has affinities or links to the communities where we are most active.*