



New work, new you



We're looking for an UX Researcher

(ALL GENDERS)

We all enjoy meeting people who are full of new ideas and always looking to improve themselves. And that's also true at Barclays – because we're not your typical bank. Just like you, we're full of energy and love forging new paths.

You can have a real impact at Barclays and help shape the company's future. Not only do you have the opportunity to develop your own skills, but you can also help your team progress and drive the company forward. Set your career free: we offer flexible working arrangements, the opportunity to change position and even assume leadership roles — no avenue is off limits. So, are you ready to take the next step? Start your new and exciting journey at Barclays.

What will you be doing

- You and your team will be responsible to develop and maintain a robust end-to-end user experience for our app and online banking. Your role is to advocate for data driven decisions by gathering and utilizing qualitative and quantitative data and business insights.
- This role shall enable all key stakeholders within Marketing & Sales and other business units to understand the value of user research and user testing, to know how to initiate it and to correctly interpret the respective metrics and key performance indicators at any given time.
- Furthermore, it is on you to manage their expectations and understanding - and to raise their appetite for making UX research part of any conception. You are the one who can quantify our UX and identify valid levers!
- Consequently, you identify potentials based on competition analysis, app store feedback monitoring and reporting, customer insights and behavioral web-analytics. You take the chance of further shaping your role for making UX Research a key discipline.
- You will also need to manage, organize and evaluate user tests, be it either with live interviews or by utilizing UserZoom.

What we're looking for

- Bachelor's degree or an equivalent qualification in user research, interaction design or a related field
- Strong experience in quantitative and qualitative testing methodology and tools, like UserZoom (e.g.)
- Ability to derive strong analytics by understanding how various metrics are to be interpreted - solely and in combination.
- Ability to also derive and communicate robust interpretations of figures and give guidance in order to enable stakeholders drawing value out of all research deliverables.
- Empathy and a passion to respect and balance user needs, business goals and market data.
- Ability to communicate and explain results eloquently and convincingly in English and German.
- Intrinsically motivated and able to evangelize for user research and to extend the own.

What Barclays is all about

People are at the heart of everything we do at Barclays — both our customers and our employees. Giving people the opportunity to realise their full potential is incredibly important to us. Each and every one of our employees helps shape and enrich our unique corporate culture. A creative and diverse team is precisely what makes our mission possible, which is to reinvent payments and finance and give people the freedom to live how they want. More than 1.5 million customers are already benefiting from our renowned credit cards, instalment loans and even our brand-new financing offer in partnership with Amazon. It's no surprise then that we're one of Germany's leading online banks with more than 700 colleagues in Hamburg.

What you can expect at Barclays:

- A competitive base salary
- A flexible budget to use at your discretion (including an HVV ProfiTicket for public transport, payments to employee savings schemes and other solutions)
- Significant employer contributions into a company pension scheme
- Company sports and fitness activities at special rates
- Bonuses on special occasions
- Up to 8 free tickets per season for the Barclays Arena
- 30 days leave (for a 5-day week)
- 2 work days available for community involvement, charity work or social outreach

Apply now

We're looking for colleagues who are bursting with new ideas and are also full of energy to put them into practice. If you're interested in joining our dynamic team and helping Barclays develop, we would love to meet you. Please send your application (in German or English) to karriereaussichten@barclays.de, complete with all required documentation (CV, certificates & references). Please also indicate your expected salary, earliest possible start date and include the following reference number: 058/2022.