

UX Researcher - Remote working model

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Company: lastminute.com

Location: Warsaw

Category: business-and-financial-operations

Company Description

is the European Travel Tech leader in Dynamic Holiday Packages. It operates a portfolio of well-known brands such as , Volagratis, Rumbo, , Bravofly, Jetcost and Hotelscan.

Our mission is to lead the travel industry by leveraging technology to simplify, personalise, and enhance our customers' travel experience. Experts in brightening up online travel, we help our customers find and do whatever makes them pink.

We continuously invest in talented people who ensure our offering is closer to the needs of the customers and keep us at the cutting edge of technology evolution. More than 1,700 employees spread across our offices worldwide develop our own products and services to power the entire traveller journey for millions of people.

At the heart of our culture is a commitment to inclusion across race, gender, age, sexual orientation, religion, gender identity or expression and accessibility. We strongly believe in an equal opportunity space, which is welcoming and celebrates the uniqueness of everyone who works here. We value different lived experiences and respect viewpoints, as we know unicity drives innovation. We want to make sure our people reflect the communities across the world we help travel.

is a publicly-traded company listed under the ticker symbol LMN on the SIX Swiss Exchange.

Job Description

is looking for a UX Researcher for its Design team based in Spain, Portugal or Poland. You will be part of a diverse Research team and will work closely with Product Managers and

designers to conduct research and analyse data to uncover insights and opportunities to improve our product and services. We want someone who is excited about learning more about the world of travel and eager to gain knowledge with the team.

Key Responsibilities

As a UX Researcher at , you will

Work in a diverse team of UX Researchers with a Lead UX Researcher to guide you.

Work closely with Product Managers and Product Designers to define the scope of your work and research opportunities from discovery to validation.

Conduct UX Research activities from qualitative to quantitative, such as (but not limited to) in-depth interviews, usability testing, surveys, concept tests and workshops.

As part of the UX Research team, you will have an active role in discussing and improving our research practice, processes and activities.

Be co-responsible for sharing and maintaining our user research and insights repository.

Empower non-researchers to be involved in UX Research activities, with your guidance and support.

Build a strong relationship with other areas that deal with user data, such as data science and customer experience to leverage the knowledge we already have of our users and their behaviour.

Qualifications

Essentials

You have been working as a UX Researcher (or similar role) for at least 3 years.

You are curious and passionate about investigating human behaviour.

You thrive when talking to users - but know there is much more to it than just having a good conversation.

You are a good communicator and know how to present your research findings in an engaging way to different audiences.

You are capable of working independently and feel comfortable dealing with different

stakeholders.

Desirable

You have experience working within a product team, dealing with Product Designers and Product Managers.

You are comfortable working with multiple UX research methods, aiming at a mixed-methods approach. You know when to go for each method and when it is best to combine more than one.

Abilities/qualities

You are fluent in spoken and written English and feel confident doing interviews in English.

You value diversity and are respectful of cultural differences and backgrounds.

You are always eager to learn and improve your skills.

You love to travel and feel that this is the place for you.

Additional Information

About the team

Our company is distributed across major European countries, in a multicultural environment where the Pink spirit gets lived boldly through async comms and live remote events, as well as hybrid office gatherings.

Information sharing is crucial and, being a pure digital player, product management is at the heart of our business.

If you think we're a fit and that we could have fun together, please let us know by applying for the position.

What we offer

By joining our company, you will have the chance to:

Join a dynamic team in an inclusive-international environment

Grow thanks to the career journey and our internal mobility perspective

Manage your own schedule thanks to the flexible start and end of the working day

Work a shorter working week (36h), of which 4 hours on Friday morning

Get focus time for learning, development and deep work on Friday mornings

Work partially or fully remote according to local laws

Enjoy continuous training thanks to our company platform

Benefit from employee discounts on travel

Receive 2 days off per year for the purpose of volunteering

Get free snacks / fruit / hot drinks / water / beverages at our offices

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