



UX Content Writer

Location: in any one of our offices – Teddington/Glasgow/Newport

Contract type: Full time, permanent

Reporting line: Product Management

About Us

OLM Systems is the leading provider of person centric case management solutions to the UK Social Care and Community Health markets with over 60 local authority customers. OLM have 30 years of experience in working with customers across the UK to deliver modern SaaS solutions to take the complexity out of people's lives by delivering integrated solutions for adult and children's services, health and the corporate IT market. Our software enables customers to make a positive impact on the lives of the vulnerable adults and children who they support. OLM is proud of its people and its products and everything we do is with a passion to make a difference to others.

Job Overview

An exciting opportunity for a UX Writer/User Experience Writer or Content Designer (whatever you decide to call yourself), based in any of our Teddington/Glasgow/Newport offices (plus occasional working from home). The successful individual will work across all our product lines. You will be expected to re(write) any FAQ and non-technical user guides based on updates to these products.

As a Writer you will be supporting our platform's design and help shape the experience by creating meaningful text that helps our end users complete the task at hand. This role will be key in supporting our UX Designer and the wider Product team.

Key Responsibilities

- Support the creating of content across digital and non-digital channels to meet the user and business needs
- Create, iterate, and manage user-centred content using analytics, user feedback, user research and other sources of information, as well as contributing to content principles, improvements and patterns
- Work in your team to identify user needs, write and map user stories, design content plans, create and publish content
- Build meaningful relationships with stakeholders across the team on subject matter experts to ensure content is accurate and consistent
- Collaborating with each team, you will strive to establish a cohesive language and a unified voice across the OLM products and platforms
- Promote user-centred content designing within the department and beyond
- Manage projects from needs assessment to implementation

Key Requirements

- Minimum 2 years UX Content Writer experience in high-growth, high-energy driven company, with strong understanding of working in an Agile environment.
- Proven track record of using language and its placement within an application of successful products that users enjoy
- End to end user-centred approach to content design and of the importance of explaining design decisions in a way that other people understand



- Hands-on experience from working in a cross functional team doing agile software development and product discovery
- “Always put the needs of the user first” is your mantra
- You’re not afraid to ask lots of questions (about user needs, business goals, technical implications, the process, the flow, etc.)
- You enjoy taking the time to focus and find the right way to phrase helpful texts
- You’re open to feedback and constructive criticism. You are also providing feedback and constructive criticism to the team
- You acknowledge the outcome of user tests and iterates until it’s useful to the user
- You have a willingness to keep learning every day
- You are open, honest, and transparent about your work and approach.

Benefits

- A technologically enthusiastic company and colleagues
- A structure where everyone has a voice and makes a direct and valued contribution to building the best product possible
- Working to improve the lives of the most disadvantaged people
- Flexible working hours and a relaxed working environment
- 25 days leave rising to 30 after 2 years
- Enhanced pension scheme
- Cycle to work scheme
- Employee Assistance Programme