

Insight Consultant

Objective or role:

Provide expert analysis of client's websites using SessionCam to identify UX, UI and CRO struggles and make recommendations for improvement.

Role responsibilities:

- Work with account management team to support client's insight requirements.
- Analyse clients SessionCam recordings to answer briefs provided by the client.
- Make recommendations to clients to improve UX and Conversion rates on their site.
- Deliver reports to clients either in person or via screen share / phone.
- Ensure reports are delivered on time, answer the brief in full and are of the required standard.

Skills:

- Analytical mind-set
- Ability to present to senior level clients with confidence and knowledge.
- Practical knowledge / experience of CRO and UX
- Ability to build relationships both internally and externally
- Previous experience of SessionCam or other session replay tools

Experience:

- Proven practical experience in a UX or CRO based role
- Experience of presenting at a senior level

Other:

The role will involve travel (UK & International) which means the successful candidate will be expected to be flexible with their working pattern to accommodate client and business requirements.