

Solution UX Lead (m/f/d)



Temporär Jobregion: Rotkreuz Stellenprozent: 100%

Beschreibung

As a first-tier supplier to our renowned business partner Roche Diagnostics in Rotkreuz, we are currently looking for a motivated and dedicated Solution UX Lead for a temporary assignment of 12 months, with high probability of extension.

Roche is looking for a collaborative and inspiring individual to join the diverse, interdisciplinary and international Customer Experience and Solution Design (CXSD) Chapter of more than 50 designers. The CXSD team is supporting all business areas with four main sub-chapters: CX research & strategy, Digital Design & User Testing Services, Solution Management and Physical & Sustainable Design.

The Solution UX Lead is responsible for leading the user experience, planning, coordination, and design delivery for complex healthcare solutions across multiple products, services, and customer touchpoints. This role acts as the design backbone for solution development, ensuring that customer needs, business objectives, regulatory context, technical feasibility, and delivery constraints are translated into coherent, high-quality experiences for users and customers. The Solution UX Lead partners closely with Product Management, Engineering, Design, Research, Clinical/Medical, Regulatory, Service, and business stakeholders to define the UX direction, structure design work, manage design dependencies, and enable customer-centric decision-making throughout the solution lifecycle. The role combines strong UX leadership with project management, design estimation, resource planning, delivery tracking, and stakeholder alignment. Experience embedding design teams into Agile Release Trains, PI Planning, and SAFe ways of working is considered a strong plus.

The perfect candidate brings 8+ years of experience in UX, product, or service design, backed by a degree in HCI, Industrial Design, or a related field. Candidates must have a proven track record of leading UX for complex digital, hardware, or healthcare solutions, combining deep design expertise with strong project management skills to plan, prioritize, and drive delivery. An exceptional collaborator and storyteller, the ideal profile effortlessly translates complex insights into clear design direction while partnering with cross-functional stakeholders across global, matrixed teams. A thriving mindset in agile environments as well as familiarity with SAFe or Lean UX is a major plus. Experience in healthcare, diagnostics, or regulated industries is highly desirable, along with fluent English (German is a plus).

Tasks & Responsibilities

- Lead UX workstreams across discovery, concept development, validation, implementation support, and launch preparation.

BERATER



Kristof Wildmann
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Seniority Level
Mitarbeiter

Berufskategorie
IT

Stellenprozent
100%

Jobtyp
Temporär

Referenz-Nr.
KWI-IT-T-53338

Jobregion
Rotkreuz



- Translate business objectives, customer insights, workflow needs, and regulatory context into actionable design decisions.
- Plan, estimate, structure, and manage UX activities, deliverables, dependencies, timelines, and resource needs.
- Coordinate designers, researchers, and cross-functional contributors across multiple workstreams.
- Ensure design deliverables are high quality, consistent, evidence-based, and ready for development and validation.
- Partner with Product Management, Engineering, Regulatory, Quality, Clinical, Service, and business stakeholders.
- Integrate UX work into agile delivery, including backlog refinement, sprint planning, PI Planning, system demos, and release planning.
- Identify risks, interdependencies, scope changes, and bottlenecks early, and propose mitigation actions or prepare escalation.
- Facilitate workshops, design reviews, prioritization sessions, and stakeholder alignment meetings.
- Coach designers and cross-functional teams on UX methods, customer-centricity, and design best practices.
- Represent UX in governance meetings, project reviews, customer engagements, and strategic discussions.
- Contribute to improving design leadership operations, estimation practices, team rituals, and delivery efficiency.

Must-Haves

- 8+ years of experience in UX design, product design, service design, human factors, design research, or a related field
- Degree in UX Design, Human-Computer Interaction, Industrial Design, Service Design, Human Factors or a related field
- Proven experience leading UX for complex digital or hardware products, services, platforms, or healthcare solutions
- Strong project management skills, including planning, estimation, prioritization, dependency management, risk management, and progress tracking
- Ability to define UX work packages, delivery milestones, staffing needs, and effort estimates
- Experience working with Product Management, Engineering, Regulatory, Quality, Research, and business stakeholders
- Strong facilitation, storytelling, communication, presentation, and stakeholder management skills
- Ability to manage ambiguity, structure complex problems, and translate insights into practical design direction
- Experience working in agile product development environments
- Experience with SAFe, Agile Release Trains, PI Planning, Lean UX, or scaled agile delivery is a strong plus
- Experience in healthcare, diagnostics, medical devices, life sciences, laboratory workflows, or regulated industries is highly desirable
- Experience managing UX work across distributed, global, or matrixed teams
- Strong command of English; additional languages such as German are a plus

Nice-to-Haves

- Experience with regulated product development, usability engineering,

- human factors validation, or risk management
- Experience contributing to design systems or solution-level UX governance

Benefits

- Become part of one of the most prestigious pharmaceutical companies and actively shape the future of healthcare
- Experience a work culture that promotes diversity and inclusion and where all employees feel valued
- Work on a state-of-the-art campus featuring green spaces, meeting areas, and an inspiring atmosphere
- Work with modern and up-to-date tools in an innovative work environment
- Start with a professional onboarding process and a thorough introduction to your new role during the Welcome Days
- Benefit from financial support for your professional development plans
- Enjoy a selection of high-quality meals in modern staff restaurants
- As part of a sustainable mobility concept, on-site parking spaces are available to you (subject to eligibility criteria)
- Take advantage of unbeatable, year-round discounts at renowned retailers and over 200 top brands
- Benefit from fleet discounts when purchasing new cars or receive constant fuel discounts with our fuel card

Are you interested? Do not hesitate and submit your complete application documents online today. We look forward to hearing from you!

Wir wertschätzen Vielfalt und begrüßen daher alle Bewerbungen - unabhängig von Geschlecht, sozialer Herkunft, Religion, Alter und Identität. Zur leichteren Lesbarkeit und besseren Verständlichkeit verwenden wir nur eine Gender-Form. Selbstverständlich sind im jeweiligen Kontext alle Genderformen gleichermassen gemeint.

Unser Bewerbungsprozess

