Job Description: Product Designer

Introduction

Diners use First Table to book the first table of the night at 50% off. Restaurants use it to fill seats early in service. You'll design for both sides of that exchange: the diner choosing where to eat tonight, and the restaurant team checking bookings in the middle of a busy service.

About First Table
First Table started in Queenstown in 2014 with a simple idea: fill restaurants' early tables and reward diners for showing up first. It has since grown into a two-sided marketplace, connecting diners looking for somewhere new to eat with restaurants looking to fill seats early in service. Today more than 3.9 million diners and thousands of restaurants use it across more than 65 cities in New Zealand, Australia, the UK and Ireland.

About the role
The Product Designer is responsible for designing improvements across the First Table product. You'll take work from understanding the problem through to shipped UI, then check whether it did what it set out to do. You'll report to our Lead Product Designer, who sets design direction and standards, and work day to day with product managers and engineers across the squads you support.

This is a role for a designer who brings consumer product experience and can apply it to both sides of a marketplace. It suits someone with strong craft who has shipped consumer work and is willing to own larger problems with less direction.

What you'll do:

Design ownership and craft

- Frame problems clearly before moving to solutions, and question requests that arrive as a solution.
- Produce high-quality UI and interaction design across mobile and web, with accessibility built in from the start.
- Prototype at whatever fidelity the question needs, from rough flows to interactive prototypes for testing.
- Work in our established design system and help extend it. You don't need to have built one.

Research and marketplace understanding

- Plan and run interviews and usability tests with diners and restaurant staff, and bring what you learn back into product decisions.
- Design for very different contexts, from a diner browsing on their phone to restaurant staff using the product during service.
- Understand how the marketplace works, including how a change for diners can affect restaurants and the other way round.
- Use A/B test results and product data to see whether your work improved what it set out to, and iterate where it didn't.

Collaboration

- Work with product managers and engineers to cut scope to the smallest version that answers the question.
- Share work in progress, ask for critique and use it to raise the standard of the final design.
- Explain your design decisions and trade-offs clearly, including to people outside design.
- Hand over designs that engineers can build without guesswork, including states, edge cases and responsive behaviour.
- Stay involved through build and QA so that what ships matches the intent.

How AI fits in

We use AI every day for research synthesis, ideation, prototyping and content, and to build working prototypes before engineering time is committed. You'll do the same and share what works with the team. Judgement, taste, accessibility and quality stay with you, not the tool.

What we are looking for

This role suits a designer who has shipped several consumer features end to end and is ready to own bigger problems. We care more about what you've shipped and how you thought about it than about years on your CV.

- A portfolio of shipped consumer work that shows the problem, your thinking and the result. Marketplace or high-volume consumer experience is a plus.
- Strong UI and interaction craft across mobile and web, especially hierarchy, layout and typography.
- An example of research or test results changing a design decision, and what you did next.
- Experience working with a design system or component library.
- Interest in designing for restaurant teams as well as diners. Experience with B2B or operational tools is useful but not required.
- Enough technical understanding to work well with engineers and design within real constraints.
- Clear communication of design decisions to non-designers, and openness to critique.

- Confident use of AI in your design process, with a view on where it helps and where it doesn't.

GENERAL DUTIES AND RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations, and instructions related to employment.
- Follow company guidelines for responsible AI use (no sensitive data leakage; protect First Table IP; use approved tools/workflows).
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

POSITION DESCRIPTION ACKNOWLEDGMENT

I acknowledge that I have received, read, and understood the requirements and responsibilities outlined in this Position Description. I accept the expectations of the role and agree to perform my duties to the best of my ability, in alignment with First Table's values and business objectives

Signed:

Name:

Date: