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Joshua Hackett

User-centred designer and developer

Profile

I'm a web developer and public sector digital specialist, experienced in agile delivery and modern web technologies, with a background in journalism.

Education

University of Sheffield

PG Dip. Broadcast Journalism

I learned the challenges and opportunities of modern journalism from a range of industry specialists, and put my skills and ethical understanding into practice via highly practical "newsdays".

2015-2016

University of Sheffield

B.Sc Biology

Graduating with a 2:1 degree, I learned advanced data analysis and science communication skills.

2012-2015

Volunteering

Codefirst:Girls & Codebar

I'm a coach and instructor at several social enterprises teaching underrepresented people how to code and enter tech jobs.

Yellow Team

Offered development and user-centred design skills to an initiative connecting digital specialists with charities.

Forge Media

I held multiple leadership roles at the University of Sheffield's student media group.

Selected experience

Samaritans Product manager

I'm responsible for building new digital services to improve the way Samaritans recruits, trains and manages volunteers. I'm also creating a strategy for in-house user research, which is new to the organisation.

2018-present

Small Wins Founder & developer

I design and build bespoke digital apps and websites for clients, often social enterprises and charities. I also offer content design and branding services.

2017-present

DWP Delivery manager & user researcher

I steered a digital service team through a discovery phase, managing stakeholders, facilitating workshops, guarding the team's time and conducting pop-up user research.

2018

HMRC Product owner

I prepared HMRC's digital infrastructure for its largest annual traffic spike—the self-assessment deadline. I also conducted user research and trained a cohort of apprentices to become cloud engineers.

2017

Westminster Students' Union Student media coordinator

I trained, mentored and gave strategic oversight to members of one of the UK's most awarded student media collectives.

2016-2017

Skills

Javascript

I've worked extensively with React, Node.js, Express, Gulp and similar frameworks and tools.

User-centred design

Public sector digital services need to be accessible by everyone. I can lead user research, identify needs and carry these forward into a project.

Agile delivery

I've trained with and worked alongside experienced agile practitioners, and have led large and small agile teams.