



What can we develop together?

1. ABOUT CRUX

Crux is a world leader in the design, simulation and analysis of medical devices and consumer products; working as a trusted partner to many medical companies and household brand names, our projects touch lives by delivering a vast array of products to global markets.

2. HEAD OF HUMAN FACTORS

As Head of Human Factors and Usability you will thrive in this role by embodying an action-oriented mindset, consistently surpassing expectations, and operating with a keen sense of vision and integrity. The role will entail a significant client-facing component, and you will be expected to play an active role in the pitching for, development and completion of projects, with regular reporting back to the Directors. In addition, you will be responsible for identifying new capability opportunities, fostering their development within the team, and ensuring the function remains best-in-class through continuous growth and innovation.

You will offer expert guidance and support, play a key role in the evolution and approval of Human Factors related policies and Standard Operating Procedures (SOPs), and act as an ambassador for the company by maintaining positive relationships with both internal and external stakeholders.

In support of growth ambitions across territories, specifically the Crux Boston (US) entity, there will be an expectation for semi-regular travel across Europe and the US to serve client, sales and networking needs. You will be expected to establish and nurture strong relationships with face-to-face

meetings as well as attending and networking at relevant conferences and driving Human Factors thought leadership.

Success in this position hinges on your exceptional leadership and communication skills, ability to influence, and a genuine commitment to nurturing the talents of your growing team. You will deploy your experience and knowledge to develop the Human Factors and Usability offering (capability and client experience) as well as on projects and have a keen interest in international trends within Human Factors, Usability and leadership.

With a significant bias toward new business activities, you will be required to harness your team in the preparation and delivery of pitches to clients and prospective clients with a view to landing projects within both new and established market sectors. Success in this endeavour will see pitches translate into well composed, coherent and commercially viable proposals complete with project plans, explanation of scope and vision for the project and ultimately costings. Crux pride themselves on their ability to win projects on the quality of the commercial pitch and with the support of the broad Project Management function, there is an expectation to maintain and own a steady pipeline of opportunities for the team.

You will be committed to:

- Building Crux Product Design's position as best-in-class Human Factors capability and strategic thought leadership delivered with clarity and simplicity.
- Working with the leadership teams to assist in the running of the business, you must be an inspirational part of the company and demonstrate our key competencies to build trust, be accountable and drive improvement.

Check out what our Human Factors team is all about: [Crux - Human Factors](#)

3. PRINCIPAL RESPONSIBILITIES

Team Leadership and Development

- Oversee the delivery of all Human Factors and Usability related activities.
- Provide technical expert guidance to the Human Factors and Usability team, sales team and senior management.
- Recruit, develop and engage the Human Factors and Usability team.
- Keep up to date with industry developments and share your knowledge with the team and business promoting awareness of Human Factors and Usability at Crux.

Client Engagement and Business Development

- Assist with client liaison from attending briefings, project kick-offs and reviews.
- Be proactive in developing new business opportunities through nurturing client relationships and managing repeat business by strategically targeting partnerships with clients that allow Crux to be positioned as an industry leader for Human Factors and Usability excellence.
- Recruit, develop and engage the Human Factors and Usability team.
- Identify best-in-class standards and procedures to better serve our present and future customers and oversee the successful integration of them into the business.
- Strategic client account management, to generate a strong project pipeline for the function.
- Help Crux become a trusted partner for all our clients - our team will become an extension of theirs and you will help shape and guide their ambitions.

Commercial and Project Management

- Demonstrate commercial awareness to understand our clients' needs and the world in which they operate to enable us to build and develop new relationships and identify new opportunities.
- Identify best-in-class standards and procedures to better serve our present and future customers and oversee the successful integration of them into the business.
- Identify and implement ways to improve project delivery and act as quality gatekeeper for Human Factors and Usability deliverables.
- Manage commercial performance of the Human Factors and Usability function, including identifying relevant and strategic Capex investment, presenting budgets and plans.
- Responsible for History File Handover and data management ensuring compliance with applicable regulations and legal requirements.
- Demonstrate commercial awareness to understand our clients' needs and the world in which they operate to enable us to build and develop new relationships and identify new opportunities.
- Identify opportunities and referrals for selling Human Factors and Usability services into client accounts.

Thought Leadership and Promotion

- Articulate the unique value our Human Factors expertise brings to clients across the markets we serve, highlighting how early-stage usability considerations and activities supports their project success.
- Attend and present at relevant conferences and events to represent Crux and share forward-thinking thought leadership externally and nurture key members of your team to do the same.
- Proactively promote the Crux USP with thought leadership and content creation, PR and marketing assets.

4. WHAT WE'RE LOOKING FOR...

4.1 Essential:

- Proven experience in a Human Factors leadership role.
- Client facing experience including pitching and delivery.
- Experience of leading, developing and building teams.
- Strong commercial awareness.
- Experience of applying Human Factors to Medical device development
- Excellent strategic planning and organisational skills.
- Effective presentation and interpersonal communication skills with internal and external stakeholders.
- Experience with statistical analysis and data analysis methods/tools for technical reporting on Human Factors (HF) studies.
- Knowledge of current research methods.
- The ability to travel to the US for the expansion of the Boston office.

4.2 Desirable:

- Experience of commercial accountability for a function.
- Degree in a related field.
- Applicable Human Factors certification and training.
- Understanding of ISO 13485 and regulatory frameworks like FDA 21 CFR Part 820 and EU Medical Device Regulation (MDR).

5. WHY YOU'LL LOVE WORKING HERE

We're a dynamic and fast-growing engineering consultancy that takes pride in its outstanding work and supportive work environment.

As a member of our team, you'll collaborate with a diverse group of skilled professionals who excel in their respective fields. Our strong community is built upon effective communication and happy employees, collaboration in project work and regular social events are the norm.

Check out what an opportunity at Crux offers you: [Life at Crux](#)

If you're interested in working on multidisciplinary design projects, tackling some of the toughest briefs in the medical and consumer goods sectors, then we want to hear from you!



Interested? Email your CV and covering letter to careers@cruxproductdesign.com and add 'Head of Human Factors' as the email subject.

For our privacy notice please see the following link: [Crux Privacy Policy](#)