



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 your primary focus will be building Crux Product Design's best-in-class Human Factors capability and strategic thought leadership, as well as leading Human Factors programmes for a range of projects in varying phases of development to meet our client briefs and expectations.

The role will have complete departmental accountability, with leadership responsibility for the Human Factors and Usability team. You will nurture growth and development and spearhead continual improvement of best-in-class design output.

You will have significant input into new business activities, working alongside the Business Development team to strategically support sales efforts with attendance of relevant conferences and events, selling the benefits of our human factors capabilities into new and existing accounts. You will support with the research and signposting of business development opportunities, tailoring and providing suitable material to support early conversations.

In support of growth ambitions across territories, specifically for 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.

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](#)