Sr. Content Designer - Knowledge Base

Apply Now

Company: addepar

Location: United Kingdom

Category: computer-and-mathematical

Who We Are

Addepar is a global technology and data company that helps investment professionals provide the most informed, precise guidance for their clients. Hundreds of thousands of users have trusted Addepar to empower smarter investment decisions and better advice over the last decade. With client presence in more than 40 countries, Addepar's platform aggregates portfolio, market and client data for over $5 trillion in assets. Addepar's open platform integrates with more than 100 software, data and services partners to deliver a complete solution for a wide range of firms and use cases. Addepar embraces a global flexible workforce model with offices in Silicon Valley, New York City, Salt Lake City, Chicago, London, Dublin, Edinburgh, Scotland and Pune, India.

*Marketplace and brokerage services provided by Acervus Securities, Inc., an SEC registered broker dealer and member FINRA / SIPC.

The Role

Addepar Design shapes wealth managers' digital experiences. By designing and delivering intuitive, easy-to-use products, we help wealth managers grow their businesses and provide best-in-class services to their clients. We foster an agile, client-centered work environment with a focus on constructive feedback and collaboration. We're passionate about delivering innovative, accessible, and premium products that redefine our clients' day-to-day financial activities.

In this role, you'll shape the future of help and training at Addepar, reimagining how clients and employees learn about our products and services. You'll work alongside a small team of

content designers, product designers, and user researchers to redesign our knowledge base and in-app experiences. You'll create a library of guides, courses, how-to articles, and more. You'll develop templates and processes that scale.

Our ideal candidate is passionate about supporting our clients. You recognise make-or-break moments that shift perception from seamless to infuriating. You prioritise reusable, purposeful, and quality content. You know how to transform a help center into an award-winning knowledge base. You're innovative and think big. You also pay close attention to detail.

What You'll Do

Develop expert knowledge of our users and product challenges.

Balance empathy, logic, and data to make informed content decisions.

Develop a system of reusable content that streamlines product training and support.

Craft and maintain clear, easy-to-follow help articles and guides.

Collaborate with and influence cross–functional teams.

Facilitate productive meetings, working sessions, and workshops.

Regularly share and solicit feedback on your work.

Mentor your fellow content designers and participate in content reviews.

Improve design consistency and contribute to our content standards.

Learn and gain expertise in design and operational tools at Addepar.

Who You Are

3+ years of owning/supporting the content strategy for a knowledge base or product area.

An inspiring portfolio that showcases how you think about and approach help and training experiences. Must include writing samples.

Experience developing and maintaining a content system or style guide.

High emotional intelligence. People enjoy working with you!

Exceptional writing, collaboration, communication, and presentation skills.

Familiarity with Zendesk, Confluence, and Jira.

Experience working with design and prototyping tools like Figma.

Experience in finance isn't required, but a huge plus.

Our Values

Act Like an Owner -Think and operate with intention, purpose and care. Own outcomes.

Build Together - Collaborate to unlock the best solutions. Deliver lasting value.

Champion Our Clients -Exceed client expectations. Our clients' success is our success.

Drive Innovation - Be bold and unconstrained in problem solving. Transform the industry.

Embrace Learning -Engage our community to broaden our perspective. Bring a growth mindset.

In addition to our core values, Addepar is proud to be an equal opportunity employer. We seek to bring together diverse ideas, experiences, skill sets, perspectives, backgrounds and identities to drive innovative solutions. We commit to promoting a welcoming environment where inclusion and belonging are held as a shared responsibility.

To ensure the health and safety of all Addepeeps and our prospective candidates, we have instituted a virtual interview and onboarding experience.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.

PHISHING SCAM WARNING: Addepar is among several companies recently made aware of a phishing scam involving con artists posing as hiring managers recruiting via email, text and social media. The imposters are creating misleading email accounts, conducting remote "interviews," and making fake job offers in order to collect personal and financial information from unsuspecting individuals. Please be aware that no job offers will be made from Addepar without a formal interview process. Additionally, Addepar will not ask you to purchase equipment or supplies as part of your onboarding process. If you have any questions, please reach out to TAinfo@addepar.com.

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