

fTIMOTHY WIGHTMAN

Middlesex - London 07305 956270 - Timothy.Work45@yahoo.co.uk

Skills

- Tools: Figma, Miro, GOV.UK Prototyping Kit, Adobe Suite, Sketch
- Programming Languages: Unreal Engine 5, C++, SQL
- Other: Case Management, Stakeholder Engagement, Team working, Coaching and Mentoring, GDPR Compliance

Key Achievements

- Influenced a key stakeholder to adopt a bespoke UX design framework aligned with **Government Digital Service (GDS) guidelines**
- Trusted with sensitive legal, financial and personal data in 5+ regulated environments in the **public / charity sector**.
- Reduced court case processing delays by **15%** through workflow optimisation.
- Consistently achieved **98–99% accuracy** across legal and administrative roles.
- Adopted new **case management and CRM systems** within a two week time period.
- Cleared a significant backlog of legal housing casework **two months ahead of schedule**, exceeding service expectations.

Projects

Perfect Lap (Independent Project) | Jun 2024 – Nov 2024

- Coordinated administrative processes, records and stakeholder communications across a multi-party project.
- Managed financial records and digital transactions in line with compliance expectations.
- Produced structured documentation and reports to track actions, issues and progress.

Fleet Operator and Recognition Scheme (FORS) | Mar 2022 – Nov 2022

- Conducted heuristic UX Design, Scellar Scan and cancer research across the business.
- Influenced a major shareholder to adopt the user-centred approach.
- Introduced a new system, which was compatible with legacy systems.

Administrative & Data Support (UX Projects)

Various Employers | 2022 – 2023

- Supported high-volume administrative systems across multiple projects, ensuring data accuracy and consistency.
- Improved internal tracking processes and documentation standards.

Professional Experience

Housing Officer

Harrow Council | April 25th 2025 – Present

- Administered and maintained housing records across housing management systems, ensuring high levels of data accuracy and integrity.
- Processed **500+** applications and casework in line with housing legislation, council policy, and service standards.
- Collaborated with internal and external stakeholders including, but not limited to, residents, partner organisations, and internal teams to coordinate housing services.
- Utilised **Locata** and internal systems to manage housing applications, allocations, and customer records.
- Produced reports and maintain documentation to support operational performance and statutory compliance.
- Identified discrepancies in internal systems, updated records, and improved data quality across housing systems.
- Maintained confidentiality and GDPR compliance when handling sensitive customer information.

Supporter Care Admin Assistant

Royal National Institute of Blind People (RNIB) | Dec 2024 – Mar 2025

- Provided **PA-style administrative support** within a regulated charity environment, handling complex enquiries and confidential supporter records.
- Advocated for and implemented improvements within CRM records with a **high level accuracy**, ensuring compliance with data protection and information governance standards.
- Managed sensitive financial transactions and correspondence, escalating complex issues appropriately.
- Supported internal teams through accurate documentation, scheduling, and workflow coordination under tight deadlines.

Court Administrator / Data Entry Clerk

Hendon Magistrates' Court (HMCTS) | Feb 2024 – May 2024

- Maintained and updated **digital legal case management systems**, ensuring accuracy, completeness and statutory compliance.
- Supported court listings and administrative workflows, contributing to a **15% reduction in processing delays** and cleared a backlog of legal files through structured prioritisation and deadline management.

Court Clerk (Administrative Support)

Central Family Court & Court of Protection | Oct 2023 – Dec 2023

- **Scheduled and coordinated court hearings**, liaising with judiciary, legal professionals and external agencies.
- Provided **diary management support**, ensuring accurate listings and availability for hearings and panels.
- Prepared hearing documentation, recorded **formal minutes**, and managed post-hearing actions

UX Consultant

Sopra Steria | March 2022 – November 2022

- Collaborated with **FORS and TfL** to redesign and wireframe audit and marketplace journeys, improving usability and the overall user experience.
- Conducted **UX heuristic evaluations** for Celescan, a cancer research project, identifying usability issues and recommending improvements.
- Applied **user centred and inclusive design methodologies** across public sector projects, producing wireframes, prototypes and interface designs.
- Presented design work and recommendations to clients and non design stakeholders, translating complex UX concepts into clear, actionable solutions.
- Helped restructure internal design processes and communication alongside the design lead, improving team organisation

UX/UI Designer

After Five Cleaning | March 2021 – Aug 2021

- Designed **mobile and desktop experiences** using Adobe XD, developing and iterating UI components through testing.
- Designed a user generated questions application, translating user needs into clear interface and interaction designs.
- Conducted **usability testing** to identify issues and improve the overall product experience.
- Produced a detailed **UX case study** documenting the design process, key decisions, testing and project outcomes.
- Helped restructure internal design processes and communication alongside the design lead, improving team organisation

Education

BSc Computer Science (2:1)

University of Westminster | 2015 – 2018