

## Role profile - Service Designer

**Salary:** £45,042

**Grade:** Level 4, Zone 2

**Term:** Permanent

### About the Service Designer role:

As a Service Designer at Camden, you will design and develop inclusive services and policies across the council. Working on key projects such as debt and household financial resilience, supporting young people at risk moving between children's and adult services, and how we ensure our tenants thrive in safe homes. You'll work in multidisciplinary teams to frame the right problem, re-imagine services, test potential improvements and support implementation.

We're looking for experienced, empathetic, and passionate Service Designers to work with multidisciplinary teams across policy, design, service expertise, data and research to help scope, plan, and deliver great work that the organisation can be proud of.

The successful applicant will champion new and different ways of solving problems, promote inclusive and equitable approaches within project delivery, and create a culture of continuous improvement to ensure that we achieve the outcomes that meet the needs and expectations of both our residents and staff in a sustainable way.

The Service Designer will be managed by one of our Senior Service Designers.

### About the skills & mindset the Service Designer will nurture and hone to thrive at Camden

Service Designers will establish themselves as an expert in bringing about genuine people-centric, design-led change by:

- **Designing inclusive services:** You'll design services rooted in a deep understanding of the people using them and their needs. You'll help teams see their services from a resident's point of view and identify opportunities for service improvement.
- **Supporting colleagues:** You'll work with colleagues from across the council and external stakeholders to help them understand Service Design approaches to problem-solving, design decisions and ideas.
- **Practice development:** You will help develop our inclusive design practices, and look for opportunities to learn from peers in the sector.

This post requires a positive attitude, the use of initiative, and the ability to adapt to changes. The postholder will be encouraged to work in an innovative and creative way that puts people at the heart of our work and the postholder will need to engage regularly with their line manager and team members to determine the most purposeful, priority work and assignments to be carried out and the relevant relationships to be formed to enable this.

### About you:

You will have a **creative mindset** and be comfortable with working on complex ideas and issues where there's no easy answer. You have a **bias for action** and are comfortable designing experiments to test ideas quickly, focusing on **making change happen** on the ground. Some of the skills and behaviours we value are:

- **Problem solver:** You have experience in framing a problem, understanding the different trade-offs and perspectives involved. You are able to communicate this understanding in a way that everyone can understand.
- **Inclusive in your design approaches:** You consciously think about how to include all kinds of people and community groups in appropriate participatory and community-led design activities to understand how we can transfer power to people as part of the design and delivery of solutions.
- **Value learning fast through prototyping:** You have some experience designing experiments to test ideas quickly, and iterate designs based on learning.
- **You have a people-centred mindset:** You have passion for and experience in designing and visualising viable end to end resident experiences and the main touchpoints involved.
- **Confident facilitator:** You will be great at bringing people together and facilitating group conversations, and making design ideas engaging, relevant, understandable and actionable for different audiences
- **Clear communicator:** You help colleagues see their services from a resident's point of view and bring insights and ideas in a way that everyone can understand.
- **Open and agile:** You are happy working in an open, iterative and collaborative way in a multidisciplinary team.

You'll have a strong track record of working in different projects at different stages of delivery and have demonstrated how a pragmatic, flexible, and people-centred approach to service design and delivery has been fundamental to success and value thoughtful reflection that allows you to grow.

## Working at Camden

- At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.
- At Camden we are proud to be one of [Hire Me My Way](#)'s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK. Hire Me My Way aims to triple the number of available good quality flexible jobs to 1 million by 2020.
- As well as working with members of their relevant team, the postholder is expected to develop and maintain effective and constructive relationships with colleagues across all parts of the Council, including Council leadership and Heads of Service, as well as Camden residents and other members of the public.
- The postholder will need to work some part of each week in the office (5 Pancras Square) as determined in regular discussions with their line manager and project teams. The postholder will also need to engage regularly with their line manager and others to enable the work and assignments to be carried out and build relationship.
- Some posts at Camden are politically restricted, which means individuals holding these posts cannot have an active political role. For a list of all politically restricted roles at Camden [click here](#).
- This post has no specific line management responsibilities, but you are expected to work collaboratively with colleagues in different teams.

## Diversity and Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we're a truly inclusive organisation that encourages diversity in all respects. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to help us make a real difference to our residents so that equity, inclusion, and justice remains at the heart of everything we do.

To discover more about Camden and our commitment towards diversity, equality and safeguarding, please visit [our recruitment website](#).

## **Agile working**

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## **Asking for Adjustments**

Camden is committed to making our recruitment practices and as accessible as we possibly can for everyone. This includes adjusting or changing the process for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.