**Job Profile**

**Job Title: Interaction Designer**

**Job Grade: Level 4, Zone 1; £37,638 - £43,659 per annum**

**About Camden**

Camden is changing on the inside to make life better for everyone. Because we’re not just home to the UK’s fast-growing economy. We’re home to the most important conversations happening today. And we’re making radical social change a reality, so that nobody gets left behind.

As our Interaction Designer, you will be directly leading the product design of our digital services, working in the open with the user at the centre of all you do. You will have direct responsibility for working as part of our multidisciplinary team to identify, understand and validate through prototyping and designing through the product lifecycle. Working closely with service areas to help them see their services through a design lens, helping them to map and see opportunities to transform their areas. Ensure delivery of high-quality user experience, and high standards of access, availability, usability, usefulness and excellent standards of service.

**About the role**

Working with other members of multidisciplinary teams, you will specify and design the interactions for end-to-end digital services for our most complex services: helping to define user needs, business objectives, scope, constraints, evaluation and prioritisation of user stories and identification and mitigation of design challenges.

You will contribute to the drafting of assisted digital approaches and guidance for the council and work with senior leaders across the council to help them understand interaction design and user experience; suggest design improvements, including improvements in corporate systems.

You will ensure delivery of high-quality user experience, including fit for purpose software, and high standards of access, availability, usability, usefulness and excellent standards of service, including meeting the Government Digital Service Standard.

Through conducting reviews of user stories and code, and by taking part in reviews of own work and leading on reviews of colleagues’ work, providing assurance that the work of the team is consistent with the Digital Service Standard.

Building design styles and patterns across the organisation which encompass not just digital service delivery but all channels and methods of access; patterns must balance user need; business need and technology constraint as well as balancing pragmatic design with ideals.

To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council’s Equal Opportunities and Customer Care policies.

You will line manage up to one member of staff; manage performance and take an interest in your team’s career development.

**About you**

You will have a deep understanding of UX and interaction design principles, practices and methods. Displaying an understanding of product development methodology, frameworks and principles with the ability to Influence, persuade and communicate critical and strategic thinking and decision making, focusing on improving life chances for users and understand business challenges that are not easily solved.

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| **Knowledge** |
| * Data and evidence-driven decision making
* Knowledge of modern technology, including cloud technology, architecture, agile delivery methods and software practices
* Knowledge of the cross-government DDAT framework
* Understanding of the history of UX and interaction design
* Coaching and mentoring
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| **Skills and Abilities** |
| * The ability to make and guide strategic design decisions in complex service areas, explaining clearly how the decision has been reached and using this as evidence to make large-scale business change
* The ability to facilitate and guide services make decisions and plot the path forward
* The ability to understand technical complexity and risks, run collaborative design activities, influence senior leaders and others.
* Ability to help services build and deliver on transformation vision
* Ability to manage risk, and explain the trade-off between complex risk factors to find simple ways forward
* Ability to prototype in different ways: on paper, in code or in conversation
* The ability to think strategically, focusing on improving life chances for users and understand business challenges that are not easily solved
* Natural empathy with end users, able to translate narrative need to user stories and propose design approaches or services to meet these needs
* Desire to take an active part in the cross-government digital and design community.
* Ability to coach teams in agile ways of working
* The ability to apply digital ways of thinking to non-digital problems`
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| **Experience** |
| * Experience working in multidisciplinary teams to design and build services and improve existing service delivery
* Experience delivering prototype interactions and wireframes against time constraints to help unlock creative thinking in a team
* Experience of managing complex service design projects and programmes in large organisations, including designing end-to-end digital services from discovery to live
* Experience of facilitating cross-organisational work, helping disparate parts of an organisation to map and understand its interdependencies
* Proven experience of building positive relationships with a range of both internal and external stakeholders, understands political drivers and the role of Members.
* Experience taking part in design critiques
* Experience coaching senior leaders in a non-agile organisation on how to embrace service design and user focus
* Experience in community building and management
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| **Equal Opportunities** |
| * Understanding and commitment to the Council’s equal opportunities policies and ability to put into practice in the context of this post.
* Understanding and commitment to achieving the Council’s staff values and ability to put into practice in the context of this post.
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**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other nonwhite ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

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 (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes 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, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,