**Job Profile**

**Job Title: Service Designer and Researcher**

**Job Grade: Level 5 Zone 1**

**About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to 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. Here’s where you can help decide a better future for us all. **You will be leading the service design of digital services, working in the open with the user at the centre of all you do and working across all channels within a service.**

**About the role**

Working as part of a multidisciplinary team and reporting to the Senior Service Designer, the role of the Service Designer and Researcher is to identify, understand and validate through research and prototyping, opportunities for new and amended service processes and technologies. You will be working with people across the council to explain the benefits of service design and to help them build their digital transformation plans. You will be mapping service and user journeys, helping services understand opportunities to transform; prototyping interactions to help design new services as well as taking part in user research, using data and narratives you learn to better design and iterate services.

The role of the Service Designer and Researcher:

1. Working with other members of multidisciplinary teams, specify and design end-to-end digital services for our most complex and interdependent services: help to define user needs, business objectives, scope, constraints, evaluation and prioritisation of user stories and identification and mitigation of design challenges.
2. Work with senior leaders across the council to determine service opportunities, and specify effective business solutions, including improvements in information systems, data management, practices, organisation and equipment.
3. Work with service areas to map their business flows, inspiring their ambition and helping them to streamline process as well as understand their interconnection with the rest of the council.
4. Ensure that views of all parties, including end-users, are fully considered, verified and validated and that appropriate prioritisation is applied to meet business objectives.
5. Take a leading role in the iterative design and development process, providing expertise in the optimisation of accessibility and usability, ensuring that solutions meet the Government Digital Service Standard.
6. Evaluate and undertake impact analysis on design options taking account of different levels of sophistication for different users (e.g. web-based systems and business systems).
7. Build service 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.
8. 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.

**About you**

You will have an understanding of service design principles, practices and methods and of product development methodology, frameworks and principles. You will have the ability to influence, persuade and communicate and to make Data and evidence-driven decisions.

**Knowledge**

* Understanding user research principles and benefits
* Knowledge of modern technology, including cloud technology, architecture, agile delivery methods and software practices
* Knowledge of the cross-government DDAT framework

**Skills and Abilities**

* Ability to use evidence and mapping to guide design decisions, helping stakeholders see opportunities and leading process change
* Able to be a key part of a high-performing multidisciplinary product team
* The ability to understand technical complexity and risks, run collaborative design activities and map the way forward into clear user stories.
* Ability to help services build and deliver on transformation vision
* Ability to prototype interactions and services
* Ability to build clear visualisations of service and user journeys to help teams plan and prioritise work
* Able to build great relationships with a wide range of disciplines
* Relentless user focus, with the ability to contribute to user research and the translation of user feedback into design decisions
* Desire to take an active part in the cross-government digital and design community.  
  Ability to coach teams in agile ways of working

**Experience**

* Experience working in multidisciplinary teams to design and build services and improve existing service delivery
* Experience delivering service and user journey maps, including dependencies and risks
* Experience of managing service design projects and programmes   
  Proven experience of building positive relationships with a range of both internal and external stakeholders
* Experience of pairing on design critiques
* Experience coaching people in a non-agile organisation how to embrace service design and user focus
* Experience leading service design teams to help an organisation understand and solve large, complex problems
* Experience of facilitating cross-organisational work, helping disparate parts of an organisation to map and understand its interdependencies

**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,