

Job Profile

Job Title: Head of Service and Policy Design

Job Grade: Level 6, Zone 2

Salary Range: £69,072 - £84,424

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. We are making radical social change a reality, so that nobody gets left behind. Here's where you can shape and influence a better future for us all.

We are looking for a highly experienced and passionate user-centred design professional to help us grow and mature our service design, policy design and research capability building on the establishment of the Strategy and Policy Design team and Digital Products and Services team. The postholder will lead major programmes of work that support our vision for a 21st century council that delivers on the ambition of [Camden 2025](#).

About the role

The Head of Service and Policy design will play a fundamental role in embedding human centred design within Camden's DNA, supporting us to deliver 21st century relational services based on a clear understanding of citizens' needs.

The role will lead policy design, user research and service design practice, building the culture and ways of working of a new team which will support a radical shift in our ability to solve complex social and economic challenges. Reporting into the Director of Strategy and Design, you will work closely with the Head of Corporate Strategy to place design at the core of the organisation's strategic plan. You will also collaborate closely with the Head of Digital Product & Service and Chief Informational and Digital Officer as part of Camden's wider design community. You will have demonstrated thought leadership in your field, and be able to attract talented people to work alongside you.

The postholder will build capability across the wider strategy family to work in design-led ways, coaching and supporting staff to build on existing strengths and develop their practice

Key responsibilities will include:

- Building and leading a multidisciplinary design team, comprising policy design, user research and service design
- Building the culture and ways of working of a new service, helping the team improve how it works
- Design and lead major, complex programmes of work across a range of critical services, giving strategic direction and coaching senior leaders in design thinking
- Acting as an ambassador, translator and champion for design thinking and design-led change across the council, including agile delivery practice
- Be an active leader in Camden's design community, with overarching responsibility for:
 - ways of working - networked working with product design, organisational design, technology, delivery and data teams
 - team planning, prioritisation, delivery
 - embedding anti-racist practice and inclusion
 - defining and embedding standards for our services
 - regularly engaging with and present to directors, heads of service, senior managers and council members, to influence, get buy in and drive change throughout the organisation
- Communicating a vision and strategy internally and externally, and learn from colleagues in the sector, actively seeking to building relationships cross-local gov and learning from colleagues trying to do the same thing
- Working with key collaborators, you will play a key role in providing overarching leadership for design across the council, including influencing at senior management and director level to build design thinking into governance, planning, decision making, working practices and budgets.

About you

You will have significant experience of service design, policy design or social innovation at senior levels in government or the third sector

You will have experience of translating strategic thinking into programmes of work that make a difference on the ground.

You will have a creative, problem solving mindset, able to lead complex programmes of work and create confidence and trust with elected Members, partners and citizens.

You will be passionate about social justice, demonstrating a strong commitment to anti-racist practice in your leadership of people and in the way you approach design practice.

You will be collaborative to your core, and comfortable working in the open with colleagues across the organisation as well as citizens and partners. You will be a confident decision maker, weighing risks and trade-offs before making a call and backing yourself. You will be passionate about creating psychological safety and be clear that this is an essential condition for teams to thrive.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we support our citizens and we'll redefine what a career can be. If that sounds good to you, we'd love to receive an application from you.

Is this role Politically Restricted?

This post is politically restricted, which means individuals holding this post cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

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 non-white 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.