

Job Profile

Job Title: Senior Service Designer

Job Grade: Lever 5, Zone 1

Salary Range: £47,575 - £55,188

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy, we're focused on creating a borough where everyone can live a good life and nobody gets left behind. We're willing to be bold and try new things in the process. Here's where you can help design a better future for us all.

It's an exciting time to join Camden's developing in-house Strategy and Design team. Over the last 18 months we've been learning about the conditions needed to adopt design-led approaches to change.

We have a clear vision - to organise the right people and skills around challenges ([like our missions](#)) to deliver the best outcomes for Camden residents and renewal after the pandemic. We have clear priorities through the re-refresh of Camden 2025, and we are ready to get going.

We are building capability across policy, design and delivery, all working across one connected programme of work. You will work alongside other User Researchers, Service Designers, Policy Designers and will work closely with Content Designers, Product Designers and Organisation Designers. We are a growing team, so there is lots of scope to shape culture, practice and ways of working. Skills are important but equally are characteristics like empathy, humility and kindness.

About the role

As a Senior Service Designer at Camden, you'll play a leading role in how we 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.

Key responsibilities will include:

- **Project leading and direction:** You'll direct the design of inclusive services across exciting policy areas. You'll lead multidisciplinary teams whilst demonstrating what good looks like and the value that a design-led approach can bring.
- **Coaching colleagues:** You'll help support teams, colleagues and senior leaders across the council to understand Service Design, design decisions and ideas, and apply service design approaches in their work.
- **Practice development:** You'll take a key role in developing and growing our inclusive design practices and help to push the way our disciplines work together. You will proactively look for opportunities to learn from peers in the sector.

About you

You will have a creative, problem solving 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.

- **Project strategy:** You have experience leading multidisciplinary design projects, providing clear direction and ensuring high quality outputs and deliverables. You're comfortable working with senior stakeholders to manage expectations and bring them alongside the project journey.
- **Problem framing:** You are confident in bringing together insight from multiple sources and use this to frame problems. You can clearly frame hypotheses and identify opportunities for service and policy improvement.
- **Inclusive design:** You can plan, recruit and 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.
- **Prototyping:** You are experienced in framing assumptions in order to test hypotheses. You are confident in designing experiments and leading teams and colleagues to test ideas quickly, and iterate based on learning.
- **User-centred journeys and experiences:** You're experienced in designing and visualising viable end-end resident experiences and the main touchpoints involved.

- **Service visions and recommendations:** You're experienced in articulating future service visions based on the needs of users, communities and the organisation. You scope the practical requirements to implement change.
- **Facilitation:** You will be great at bringing people together and facilitating group conversations, and making design ideas engaging, relevant, understandable and actionable for different audiences
- **Communicating information:** You are able to help colleagues see their services from a resident's point of view and bring insights and ideas in a way that everyone can understand. You're experienced working in an open, iterative and collaborative way in a multidisciplinary team.
- **Agile practices:** You're experienced working in an open, iterative and collaborative way in a multidisciplinary team.

Work Environment:

The role will comprise of some office working, some home working and some working in the community.

People Management Responsibilities:

The post has no line management responsibilities.

Relationships:

The post holder will work with a variety of teams across the organisation and be comfortable engaging and influencing senior stakeholders on complex ideas and issues where there's no easy answer.

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](#).

Diversity & 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 are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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 Gemma Brayson 0207 9741585, at Gemma.Brayson@camden.gov.uk