

Job Profile

Job Title: Policy Designer

Job Grade: L5 Zone 1

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 and creating 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-fresh of Camden 2025, and we are ready to get going.

We've been building capability across policy, design and delivery, all working across one connected programme of work. You will work in teams alongside other roles and skillsets, which could include Design Researchers, Service Designers, Content Designers, Product Designers, Organisation Designers and other colleagues from across strategy, digital and service delivery. 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.

The Policy Designer role is one of a number in the newly established Strategy and Design team. The team will lead major programmes of work that support our vision for a 21st century council that delivers on the ambition of We Make Camden. The role will be at the cutting edge of design-led approaches in Camden, developing policy solutions with citizens that lead to change on the ground.

About the role

This is a role about delivery and changing things on the ground based on evidence. Policy Designers will lead and support a range of policy development and service design projects with design, data, and digital tools at their core. Creativity and problem solving will be core to the work as will a relentless focus on what citizens need from local public services. The postholder will be part of a team working across a diverse portfolio of activity that connects policy thinking to delivery. Examples of current policy areas our team is working on include: housing, cost of living support, domestic violence and circular economy. Working in an agile environment, the role will lead and support multi-disciplinary teams from across the organisation, from discovery and problem definition to live change and evaluation. This will mean using evidence, policy and strong contextual awareness to explore the root causes of problems and test potential solutions with citizens before working with frontline services to translate this into service change.

Key responsibilities will include:

- **Supporting decision making:** Bringing together different types of evidence and insight – with a particular focus on lived experience – to develop a shared understanding across different levels of the organisation. Articulating and holding the problem space and framing opportunities to act as well as steering change through governance & decision-making processes.
- **Designing approaches to create change:** Helping to develop the organisation’s approach to an issue, considering the council’s policies, services and other potential interventions – working with partners and communities. Moving between high-level policy outcomes and detailed delivery decisions, finding opportunities to test and experiment approaches early.
- **Practice development:** You will help develop our inclusive design practices, helping build the capability of other across the organisation and 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.

Skills and abilities:

- **Relationship building & stakeholder engagement:** You will be comfortable working within a complex, political environment. You’re able to empathise with people, building consensus towards a common goal and navigating relational dynamics.
- **Problem framing & communication:** You have experience in framing a problem, understanding the different trade-offs and perspectives involved. Synthesising different types of evidence, you are able to communicate this understanding in a way that everyone can understand. 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.
- **Inclusive design:** 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.
- **Prototyping:** You have some experience designing experiments to test assumptions & ideas quickly, and iterate designs based on learning.
- **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

- **Agile practices:** You are happy working in an open, iterative and collaborative way in a multidisciplinary team.

Postholders will be as interested in the learning and development of others, as they are in their own. They will support learning across the strategy family and more widely, supporting new ways of working and growing confidence with design tools. There will be a strong connection into digital, data and organisational design as part of a wider community of design-focused practitioners which the organisation is keen to grow.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, 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?

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

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.