**Junior service designer**

Grade: HEO

**You will**

* map basic user journeys and understand user needs
* help refine ideas through continuous feedback and small improvements
* take part in analysing basic data and identifying user pain points and opportunities
* work collaboratively with other professions to gather insights and make recommendations for improvements
* contribute to the creation of artefacts like service maps, user journey flows and presentations to communicate ideas and concepts to others
* help write design histories to share the work of the team in the open
* start to understand how your work fits in with wider department objectives and strategies
* learn how to apply accessibility and inclusive design practices and principles in your work
* consider the needs of a wide range of users in your design work

**You'll have**

* the ability to work with user researchers and designers to contribute to defining and writing user needs.
* the skills to map a basic user journey, ensuring it aligns with identified user needs
* an understanding of data collection and analysis methods, allowing you to make informed design choices
* the ability to work effectively in a team, contributing to collaborative design efforts
* strong communication skills and attention to detail, ensuring that design concepts are understood and accurately conveyed
* an awareness of the strategic importance of design and its role in long-term planning and organisational success
* the capability to apply and incorporate accessibility best practices into your design work, ensuring services are both usable and accessible to all users