**Senior service designer**

Grade: G7

**You will:**

* lead the iterative design of complex, user-centred services, adapting based on user feedback, data, and requirements
* utilise both qualitative and quantitative data to make informed design decisions, ensuring services meet the needs of users and align with department objectives
* collaborate effectively with multidisciplinary teams, providing leadership and guidance to ensure shared goals and successful outcomes
* communicate complex design concepts to stakeholders at all levels, using storytelling, evidence, and design artefacts to influence decision-making and direction
* shape and implement service design strategies that contribute to long-term department objectives
* ensure services are accessible and inclusive, designed to meet the diverse needs of all users, and comply with government standards on accessibility and inclusivity

**Skills you need**

It is essential that you can demonstrate the following experience in your application and at the interview:

* experience leading complex, user-centred design projects in government or the public sector, applying iterative design principles, and adapting based on user research and feedback
* ability to map complex services and user journeys to ensure clear, actionable insights
* expertise in analysing both qualitative and quantitative data to inform design decisions and interpret user behaviour
* strong experience in facilitating workshops, co-design sessions, managing stakeholder relationships across different levels and be able to articulate complex design concepts and through storytelling, evidence, and design artifacts
* experience ensuring designs are inclusive and meet or exceed accessibility standards

It is desirable if you can demonstrate the following:

* experience applying advanced iterative methodologies such as Lean UX
* proficiency in advanced data analysis tools and techniques to identify opportunities for innovation and improvement
* ability to mentor and coach other team members and designers, fostering a collaborative design culture within teams and across the organisation
* advanced expertise in inclusive design, with a track record of delivering services that meet the needs of diverse users, ensuring full compliance with accessibility standards