**Midweight service designer**

Grade: SEO (Midweight)

**You will:**

* lead the iterative design of user-centred services, adapting based on user feedback, data, and requirements
* use both qualitative and quantitative data to inform your design decisions, ensuring services meet user needs and department requirements
* collaborate with multidisciplinary teams, contributing to shared visions, goals, and outcomes
* communicate design concepts clearly to stakeholders, using storytelling and evidence to influence decision-making
* support the implementation of service design strategies that align with broader department objectives
* ensure products are accessible and designed inclusively, meeting the diverse needs of all users, in line with government and department standards

**Skills you need**

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

* proven experience leading user-centred design initiatives, applying iterative design principles, and using user research to drive continuous improvement, including mapping services and user journeys
* ability to analyse both qualitative and quantitative data, including user behaviour and service performance insights, to inform and iterate on service design decisions
* strong communication skills, with the ability to articulate complex design ideas, influence stakeholders through storytelling and evidence-based insights
* experience working in multidisciplinary teams, incorporating diverse perspectives, and ensuring designs are inclusive and meet accessibility standards

It is desirable if you can demonstrate the following:

* experience of working with advanced iterative methodologies such as Lean UX
* proficiency in advanced data analysis tools and techniques to identify opportunities for innovation and improvement
* expertise in facilitating co-design workshops with diverse stakeholders and enabling effective collaboration across large or complex organisations
* advanced understanding of inclusive design principles, with experience of working in projects that prioritise accessibility and cater to the diverse needs of users