

Senior Service Designer

Job Level	Level 4	Salary Range	£47,679 to £51,340 (excluding IWL)
Directorate	ISD	Work location	Flexible within the UK
Contract	Permanent	Reports to	Programme Manager

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0
Reach and impact	Working closely with colleagues across the organisation, you will be responsible for ensuring our users are at the heart of our services, by defining, designing and developing services within key strategic areas.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

To lead on the design of strategically important services and products within the Service Transformation portfolio. Working with staff, volunteers and service users to embed the voice of the user into the heart of our work, to meet (and exceed) increasing and changing expectations.

The designer will work with a range of colleagues on defining and designing key, complex services within our work in the UK.

Main responsibilities

Designing services

- Work with service areas to define and re-design strategically important, complicated services and products, within a complex and rapidly changing external environment.
- Work with others to identify opportunities for improvement and efficiency within existing services.
- Understand, visualise and map the whole supporting system of a service and design targeted and useful service improvements – online and offline.
- Rapidly build and test prototypes that help people in crisis.
- Act as the user advocate during the research, design and development process, subjecting early-stage designs to usability testing or expert review and offering implementation suggestions from a user-centered perspective.

Strategic thinking

- Research and understand user needs and use these to inform strategically significant decisions and to create rational user journeys.

Communication

- Ensure delivery of excellent services by creating and enabling an environment for good design to happen, including facilitating difficult conversations and decisions with senior stakeholders.
- Understand the breadth of user, business, policy and technical needs and communicate these effectively to different audiences.
- Support the team in defining and implementing agile working practices, remaining flexible to respond to what is and isn't working.
- Work closely with internal teams and third-party agencies to deliver sustainable and scalable services and to ensure that these meet user and organisational needs
- Coach and mentor other members of the team and colleagues in other departments on what service design is and the value it adds.

Team Member

- Actively participates in all team meetings
- Supports other team members
- Works and behaves in accordance with all British Red Cross policies and procedures
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)	
>	None
Scotland	
>	None
Northern Ireland	
>	None

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to be your authentic self at work and feel you're in a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Essential	> Demonstrable knowledge and passion for innovation (including user insight, design thinking, Lean UX, start-up, rapid prototyping, agile delivery) > Relevant experience as a Service Designer, Product Designer or Designer (whether at an agency, consultancy or in-house)	S, I
	Desirable	> Experience working to AA accessibility guidelines > Business acumen (across the spectrum from strategy, to marketing, to finance)	I, A

Skills	Essential	> Knowledge of a variety of qualitative and quantitative user research methods, and experience synthesising findings into actionable insights > Rapid prototyping using a variety of tools and design methodologies > Ability to articulate and effectively communicate complex ideas and concepts > Ability to simplify complex issues and find useful solutions, evidencing recommendations using design artefacts, data and expert storytelling > Excellent written, verbal and clear visual communication skills > Advanced facilitation and collaboration skills (for example leading design sprints and research sessions, working with service teams and running workshops with multiple stakeholder groups)	I, A
	Desirable	> Be able to work quickly in an agile environment	I
Experience	Essential	> Hands-on experience of conducting qualitative and quantitative research > Experience in iterative design – creating, prototyping, testing, analysing and refining products or processes in innovation, product or service design > Experience of designing user-focussed propositions in a range of contexts > Experience of mapping and designing services to remove complexity > Experience of working with multidisciplinary teams, providing leadership and guidance > Experience of mentoring and coaching team members in design thinking	I, A
	Desirable	> Experience of working in an agile team > Experience of mentoring and coaching team members in agile ways of working > Experience working with vulnerable people or communities impacted by crisis > Expertise and demonstrable experience in inclusive design	I, A

Behaviours	Focussing on people in crisis Systemically engages with people in crisis > Actively engages people in crisis in the ongoing planning and shaping of services Seeking insight Investigates and analyses information > Gathers evidence to build the case for change by analysing relevant information and identifying connections Working collaboratively Pro-actively builds collaborative relationships internally and externally > Manages relationships and partnerships for the long-term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions Communicating and influencing Takes multiple steps to communicate and influence > Provides explanations, raises awareness of issues and sends consistent messages in order to support progress.		I
Additional requirements	Essential	> Ensures inclusive practice and promotes diversity	I