



Service designer job specification

About the job

We are currently recruiting for a **service designer** to work within the administration team of a social enterprise, which offers services (social, digital etc) to local communities and SMEs, particularly those run by (or serving) the following groups:

1. Black ethnic minorities
2. Women
3. Young people (16-24 years old)
4. Migrant families
5. Groups suffering from digital exclusion

We are looking for an individual who is passionate, hands-on and eager to learn. The role is likely to involve working on multiple exciting projects so the individual should be able to multitask.

Roles and responsibilities

- Designing user experiences with data
- Working with data and qualitative insight, through collaboration with frontline staff, managers and the public, to design solutions and strategic propositions
- Understanding and articulating clearly how services need to change from a user centred, system, and business perspective
- Mapping the service experiences of users and defining how organisations need to change what and how they deliver so it's more effective
- Working closely with user researchers to define and communicate people's needs



- Identifying how organisations can reduce cost of delivery and improve outcomes through re-design of user experience, business processes, and better collaboration across systems
- Setting future visions for products and services that inspire people and meet needs

Experience

Any prior experience in service design and/or business is desirable but not essential.

Skills and Competence

- Experience in designing complex service design systems for multiple touchpoints projects (minimum of 1 year would be beneficial, but not mandatory).
- A qualification in one of these areas would be beneficial but is not mandatory; service design, business design or a related design discipline.
- A background in visual and UX design will be considered as a plus.
- Full working proficiency in English. Other languages will be considered as a plus.
- The ability to work as part of a team as well as alone.
- Good communication skills