Job Description

## Job title: Senior Service Designer (Children and Young People)

* Grade: P06
* Reports to: Head of Strategic Programmes and Strategy
* Direct reports: tbc
* Your team: Quality and Improvement
* Service area: Strategic Programmes and Strategy
* Directorate: Children and Young People

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| Special requirements of the post |
| Workstyle: Front facing (High presence, three to four days a week)   * Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork) |
| This post requires a DBS check at the appropriate level (Standard) |
| This is a safety critical post and will be subject to the council’s drug and alcohol policy |
| This post is subject to the council’s declaration of interest procedure |
| This post is designated as politically restricted |

## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn’t be clearer: we serve. It’s in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future**.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out ‘CARE’, which is what we think public service is all about.

## Overview of the role

* You are someone who enjoys complexity and problem solving with an interest in approaches that put children, young people, and their families at the heart of how we design, create and redesign services and systems that work for them
* You have a strong commitment to empowering children, young people, parents and carers to thrive in a community that works for and with them
* You have exceptional knowledge and proven experience of multi-agency system design. You focus on ensuring that your assigned improvement and design programme/project(s) are delivered effectively, are person-centred and that change is embedded and sustained in the business/service/system areas in accordance with good/best practice and project or change management processes.
* You will directly manage programmes or projects working closely with Service Directors, their teams and internal and external service leads across the children’s and adult system to ensure this meet identified strategic and operational objectives for our residents.
* You will be based alongside the service area(s) you are working with, whilst a key member of the Strategic Programmes and Strategy service, responsible for end-to-end delivery of strategic projects that bring about positive change for the children, young people, and adults we support

## Key responsibilities

As a CYP Senior Service Designer, you’ll play a leading role in how we design and develop inclusive services for children, young people and adults in their families or family networks. With a deep understanding of design principles, a passion for improving public services, and a proven track record of driving transformative change within complex systems, you’ll work in multidisciplinary teams to frame the right problem, re-imagine services, test potential improvements and support implementation.

You will:

* **Project leading and direction**:
  + Direct and oversee the design and implementation of inclusive services across exciting areas aimed at changing the way the council and its partners (e.g. health, police, housing) work and are organised to support our babies, children, young people and parents and carers.
  + Lead multidisciplinary teams whilst demonstrating what good looks like and the value that a design-led approach can bring.
* **Collaborative Design and Implementation**:
  + Work effectively in a multi-disciplinary, agile environment, adapting quickly to changes in requirements, priorities and needs of the people we serve.
  + Collaborate with designers, programme leads or transformation officers in other teams and departments, reviewing each other’s work and developing shared or aligned solutions.
  + Liaise with other local authorities and external organisations to identify opportunities and share promising practices.
  + Play an active part in the service transition of resident/person-centred projects, including running pilots and ensuring that it can be managed and owned by the service(s).
  + Plan and support implementation ensuring that changes can be sustained.
  + Coach the service area leads to take accountability for continuous improvement and evolution of the process once implemented as needed to embed the changed ways of working.
* **Inclusive And Equitable Design**:
  + Champion accessibility and inclusion, and consider the impact of change for the diverse communities we serve.
  + Interpret and maintain an excellent understanding of the needs of internal and external people we support, including from a cultural and/or intersectional perspective, to tailor solutions/proposals.
  + Put measures and controls in place to rethink design processes, centre people who are normally marginalised by design, and use collaborative, creative practices to address the deepest challenges our communities face.
  + Scope out and propose change to people-centred pathways so culturally responsive support and services are designed that have the best chance of improving outcomes and experiences for a diverse group of people in the community and the organisation.
  + Collaborate with teams of staff, motivating and encouraging them to review their working practices and how they deliver services and/or support that are also culturally appropriate.
* **Stakeholder Engagement**:
  + Design collaboratively, engaging your whole multi-disciplinary team with the design process and adapting it if necessary.
  + Collaborate with key multi-agency stakeholders, including government officials, those who work directly with children, young people and adults, and community representatives, to ensure the successful implementation of change including national reforms.
* **People-Centred Design**:
  + Apply person-centred design methodologies to understand the needs and experiences of the people we currently or could support, and ensure that change and reforms are tailored to meet those needs.
* **Research and Analysis**:
  + Use research, insights and analytics to understand policy areas and the needs of people we support, identify service challenges and apply different designs.
  + Lead design research when needed, working alongside our data science and digital capacity responsible for data and operational research.
  + Conduct comprehensive research and analysis to inform the design process, including user interviews, surveys, and data analysis.
  + Use data to identify inequities and their root causes to inform decisions.
* **Change Management and Delivery**:
  + Lead change management efforts to ensure smooth transition and adoption of new service and system designs.
  + Provide professional expertise and support to service areas by being the subject matter expert regarding service design, improvement and change techniques.
  + Empower and lead project teams to meet short/medium/long-term objectives, creating an equitable and diverse working environment and culturally competent practice.
  + Ensure the appropriate change expertise is engaged during the project as appropriate to ensure compliance with financial, legal and governance policies, and any people-related change has had HR input.
* **Outcomes and Performance Monitoring**:
  + Develop and support quantitative and qualitative data capture and data management processes to support delivery and implementation.
  + Establish metrics and monitoring systems to evaluate the impact of service design initiatives and ensure continuous improvement.
* Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

### Budget responsibilities

Responsible for budgets aligned to projects or programmes overseen by the role

### Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

## Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

### Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

#### Knowledge, experience, and skills (No more than 12 is advised – use ‘tab’ to create a new line when needed)

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| Point | Criteria description | Essential/desirable |
|  | You have demonstrable work-based experience or have a qualification that evidences competence in Service Design or related field | Essential |
|  | You have clear knowledge and understanding of:   * Services and support for children and their families i.e., health, early years and childcare, education, and skills, play and youth work, parenting/family support, safety, and relationship support * local government and whole systems working   and can quickly acquire a thorough knowledge of the issues affecting Islington including inequalities | Essential |
|  | **Policy design:** Youunderstand the policymaking cycle in local government and where the opportunities are for change, involving lived/living experience, and/or relational/voice and influence work | Essential |
|  | **Systems thinking:** Youunderstand and can apply systems thinking frameworks and practices to complex policy areas, including children’s safeguarding | Essential |
|  | **Multi-disciplinary service design projects:** You’re experienced in service and system design and leading multidisciplinary design projects - providing clear direction, working with multi-agency senior partners, and ensuring high quality outputs and deliverables. | Essential |
|  | **Visions and recommendations:** You’re experienced in articulating future visions based on the needs of people, communities and the organisation. You can scope the practical requirements to implement change. | Essential |
|  | **Design communication:** You can   * work with the team and stakeholders to frame problems, map systems and processes and create clear, evidence-informed cases for change supported by high quality outputs and deliverables * facilitate senior and operational stakeholders toward a shared goal, build consensus around an approach, for example, by challenging assumptions, and build strong relationships * clearly explain complex problems and ideas to teams or stakeholders outside of the design team * clearly document and communicate design decisions, related risks and any unresolved issues | Essential |
|  | **Designing for everyone:** You   * understand the importance of designing inclusive, equitable, accessible and sustainable public services * can design and deliver ethical solutions that consider the personal and social context of stakeholders and the people we currently or could potentially support * include design justice for your delivery work as well as in your team | Essential |
|  | **Designing strategically:** You can   * use risks, opportunities and constraints in technology, systems and policy to shape design * work with senior stakeholders with the ability to negotiate important design decisions, to manage expectations and bring them alongside the project journey. * lead design in a multidisciplinary team working in a complex policy environment ensuring approaches are grounded in theories of change and measurable | Essential |
|  | **Designing together:** You can   * engage with people in a variety of ways (e.g. workshops; co-design activities; mapping) and can adapt a design session to ensure you achieve a useful outcome * effectively involve the right people throughout the design process * work across team or profession boundaries, for example with policy or service delivery teams | Essential |
|  | **Evidence-informed design:** You can   * make effective decisions with research and data * apply design research methods and use complex research and data, including qualitative research, to develop and test design ideas | Essential |
|  | **Iterative design:** You can   * work in an agile, multidisciplinary and collaborative environment * adapt designs quickly to changes in requirements, priorities or the needs of the people we currently or could potentially support | Essential |

## **Our accreditations**

A group of logos with text

AI-generated content may be incorrect. Our accreditations include Disability Confident Leader, The Mayor’s Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.