BritishRedCross

Service Designer

Job Level	**4**	**Kornferry Function**	*PV15*
Directorate	**UK Operations**	**Function/Service**	**UK Resilience**
Direct Reports	**0**	**Indirect Reports**	**0**
Line Manager Title	**Senior Service Designer**	**Budgetary Responsibility**	**0**

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. Our Leadership Framework - RedRoom, along with Our values and behaviours - RedRoom and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about Equity, Diversity & Inclusion (EDI) at the British Red Cross - RedRoom here.

Role description:	
Purpose	The Service Designer will be working within the UK resilience product team, designing new products and services that support people in crisis. You will work 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.
Key Responsibilities *Under maximum of 4 headings with a maximum of 6 bullets per heading*	**Service Design** • Work with the service area to design and develop new services and products, within a complex and rapidly changing external environment. • Work with others to identify opportunities for improvement and efficiency within existing services, using insight and evidence. • Use appropriate user research methods to understand user needs and insights. • Use end-to-end user journeys to take holistic approach to designs. • Align existing operational infrastructure, needs and goals with targeted design improvements - both digital and process based. • Rapidly build and test prototypes that help people in crisis. • Act as the user advocate during the research, design and development process and offer implementation suggestions from a user-centered perspective. **Communication and Engagement** • Ensure delivery of excellent services by creating an enabling environment for good design to happen, including facilitating difficult conversations and decisions with stakeholders. • Understand and translate complex information through clear visual and verbal communication. • Coach and mentor other members of the team and colleagues in other departments on best practice when designing services. • Work closely with internal teams and external agencies, championing user-centered and collaborative ways of working to create impactful services. • Contribute to the internal design community and share best practice.

	The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.
Know-how *From your overall 'Know-how' description, please indicate clearly which are 'Essential Criteria' (no more that 6) and which are 'Desirable Criteria' (no more than 3) – these will then be used in recruitment (for advertising and shortlisting purposes)*	**Knowledge and skills** • Demonstrable knowledge and passion for Service design (including user insight, design thinking, service mapping, lean start-up, rapid prototyping, agile delivery)* • Know how to apply varied user research methodologies and interpret insights* • Ability to create user journeys and service blueprints to design services* • Facilitate workshops with multiple stakeholder groups* • Rapid prototyping using a variety of tools and methods* • Be able to simplify complex issues, find user centred solutions and to help shape our approach, structure and ways of working, and be able to explain ideas in a way that everyone can understand* • Work effectively in an agile environment* • AA accessibility guidelines • Business acumen (across the spectrum from strategy, to marketing, to finance) **Experience** • A proven record of innovation, product or service development and designing user-focussed solutions a range of contexts* • Experience of designing services to remove complexity* • Sound experience of conducting user research* • Experience of working with different teams and managing different requirements* • Championing user centred design approach with all teams you interact with* • Experience of upskilling others on design thinking and agile • Experience of the full product/innovation lifecycle
Additional Requirements	• Up to monthly travel to team meetings in various UK locations

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	None
PVG- Scotland	None
Access NI- Northern Ireland	None
Driver Check	Yes/**No**
International Roles Only	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		**Review Date**	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.