

**Service Designer**

Job pack

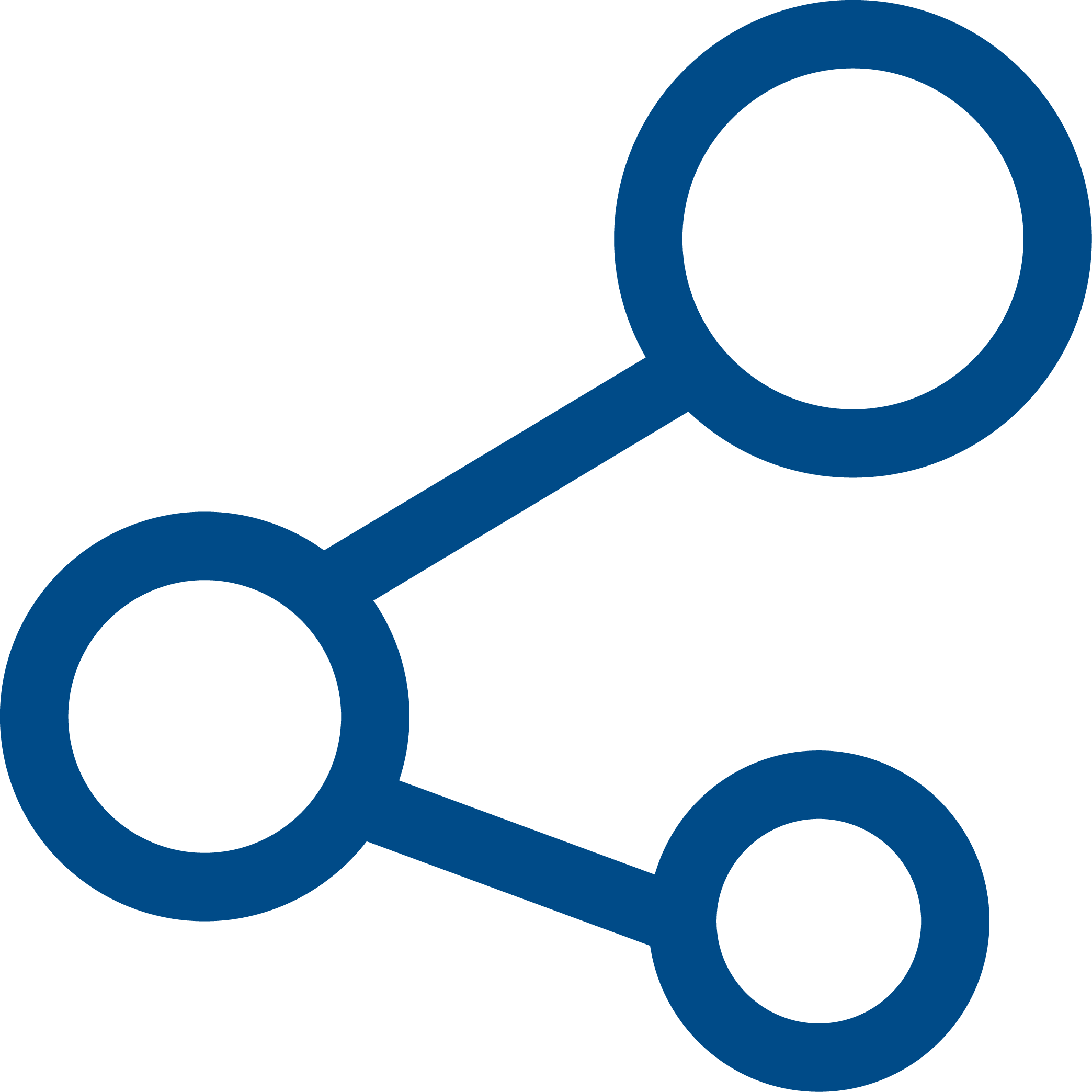
Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

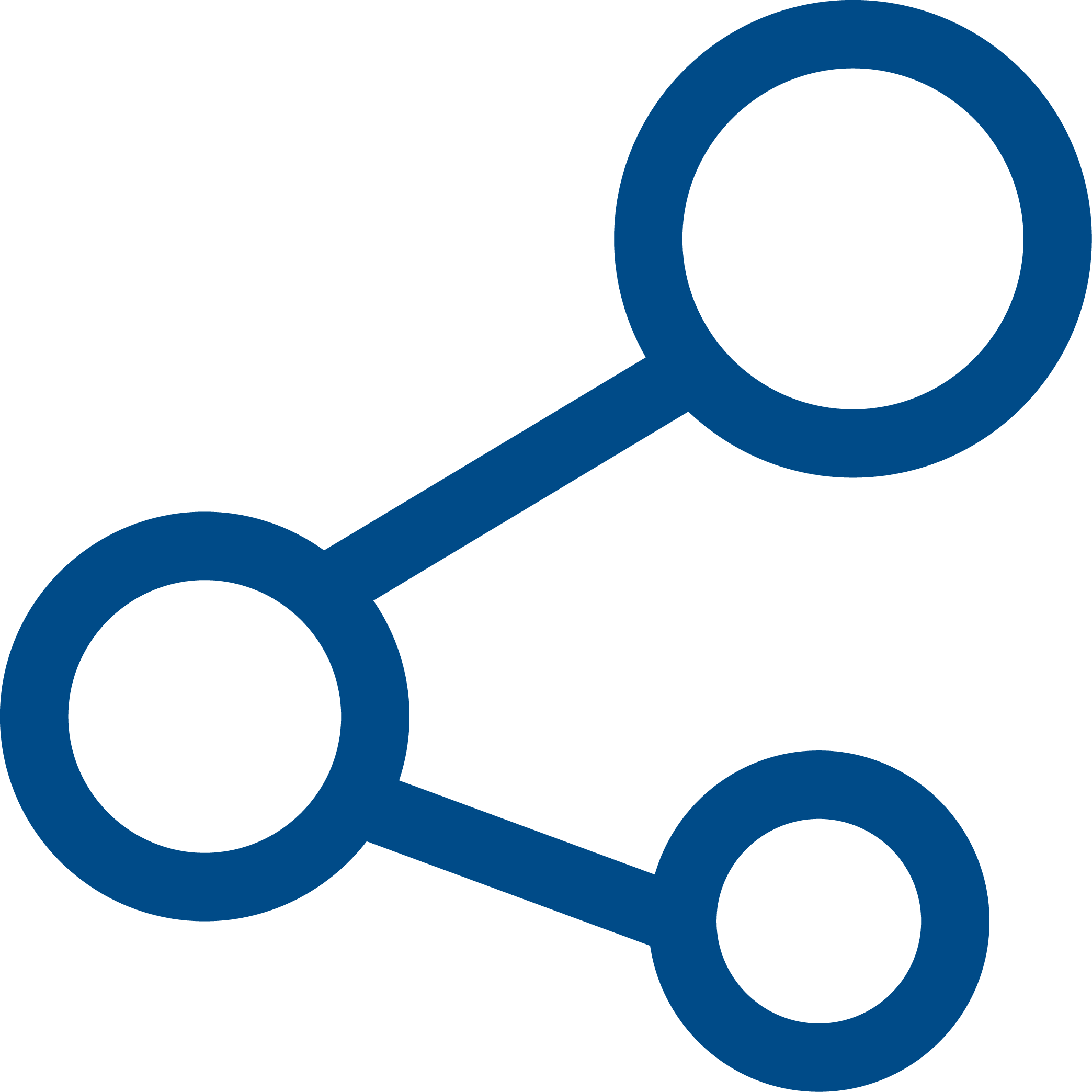
* Our values
* 3 things you should know about us
* Information about the team, organisation and role
* The role profile and person specification
* The benefits of working at Citizens Advice
* Our approach to equality and diversity

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact **Aidan O’Boyle** by emailing **aidan.o’boyle@citizensadvice.org.uk** or calling **03000 231604** |

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| **Our values**  **We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.  **We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**  **We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively. |
| |  |  | | --- | --- | |  | **3 things you should know about us** |   **1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.  **2. We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.    **3. We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us. |

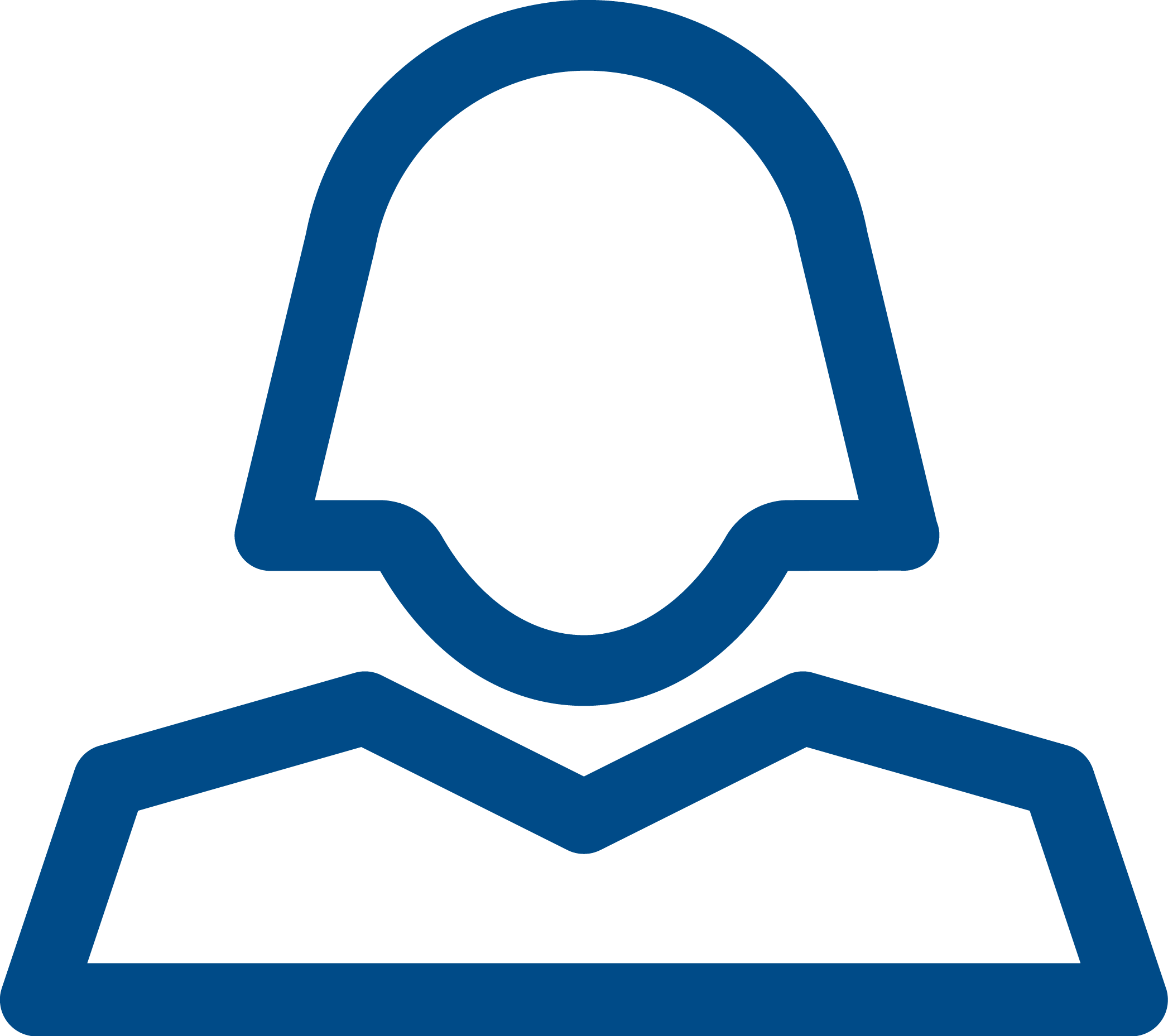
 **How our organisation works**

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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.  This role sits in the national charity, which includes   * 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales * 3000 Witness Service volunteers   Our network members are all independent charities, delivering services from   * over 600 local Citizens Advice outlets * over 1,800 community centres, GPs’ surgeries and prisons   They do this with:   * 6,500 local staff * over 23,000 trained volunteers   Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. |  |

 **The team**

The role you’re applying for is in the **Customer Journey** directorate and in the **Service Design** team. Here are some blogs where you can find out more about us:

1. [**To take the next step on digital, we dropped the word ‘digital’**](#)**,** by James Plunkett, Executive Director of Advice & Advocacy
2. [**How to build your own case management system**](#)**,** by Catherine Togher, Digital Team
3. [**Designing more accessible advice**](#)**,** by Paul O’Neill, Senior UX Designer

 **The role**

We’re looking for a Service Designer to join our Service Design team here at Citizens Advice.

Our team work to design and develop services that truly meet the needs of our service users.

You’ll work with service users, frontline staff, subject matter experts and stakeholders, alongside other researchers and designers, to design new services.

As a member of the service design team you’ll be involved in every stage of the design process. You’ll be:

● working to understand user need and the strategic

direction of the organisation

● generating service concepts

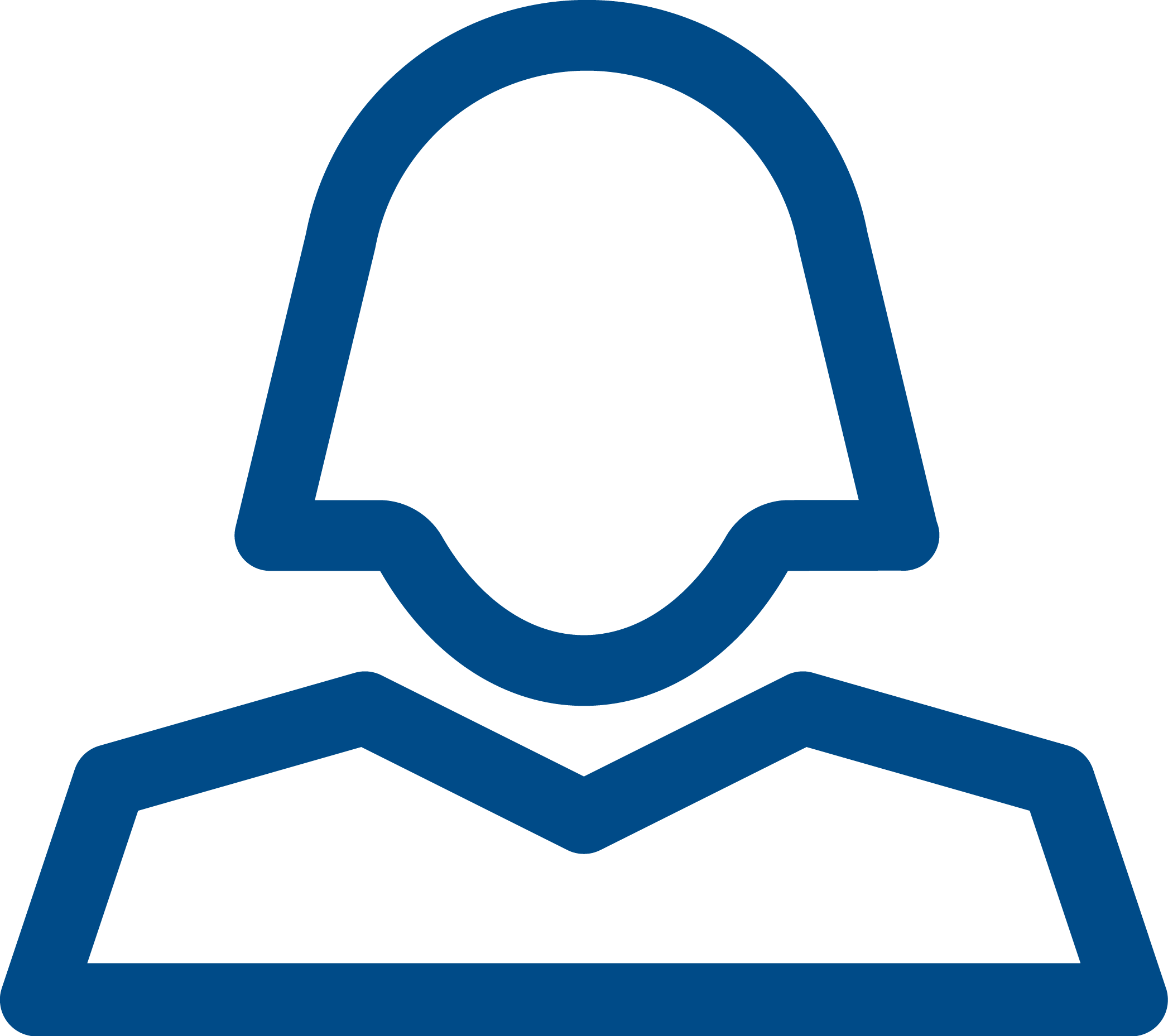
● planning and facilitating co-design workshops

● actively prototyping and testing design ideas

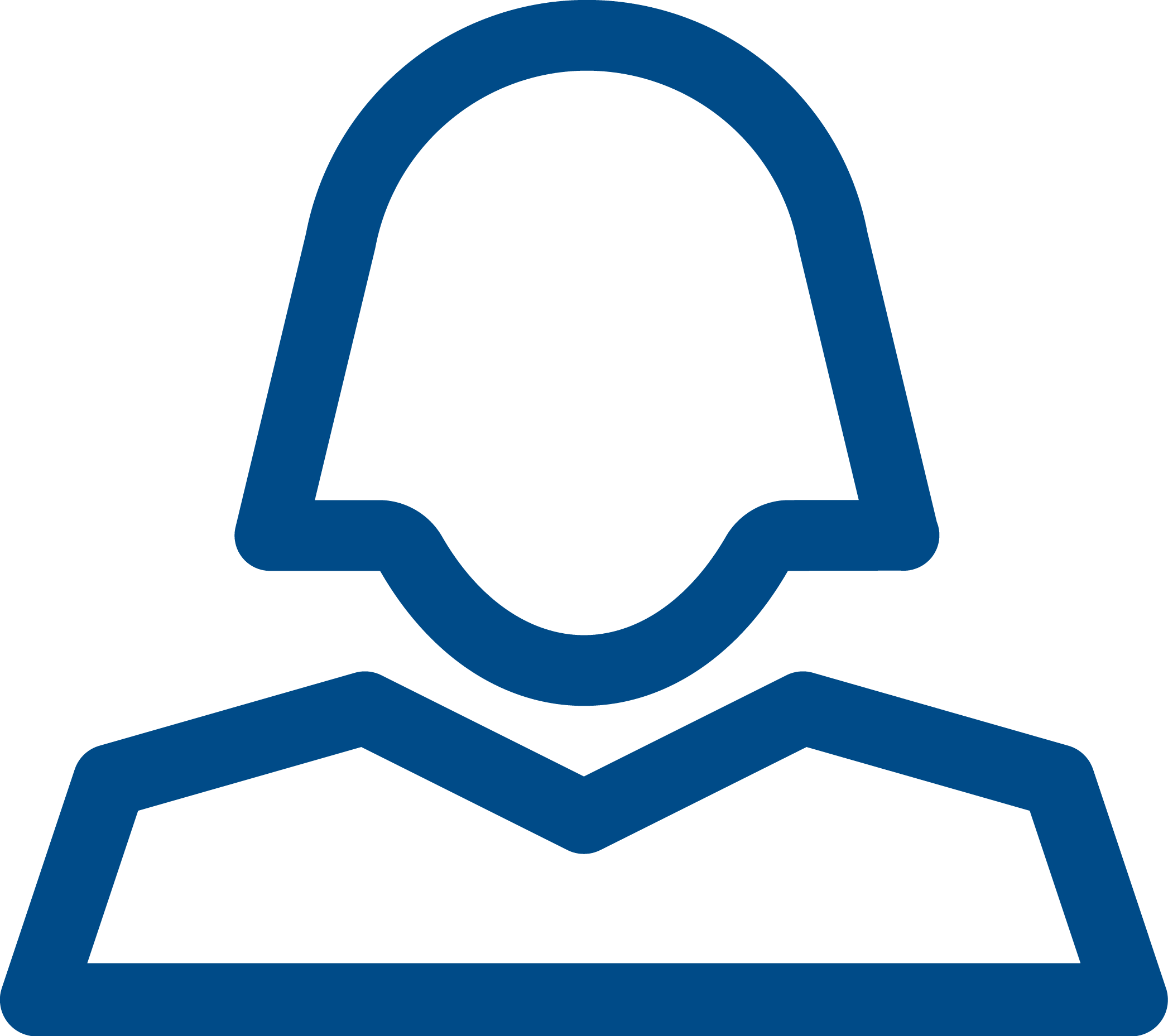
You’ll need experience applying the service design process in a fast paced, iterative environment.

We’re interested in people who can see the bigger picture and also be able to get into the detail when needed. You will need to be able to communicate your thoughts and ideas well, both verbally and visually.

We are looking for someone who is enthusiastic about creating positive change and who will always be user focussed, collaborative, hardworking and open to learning new things.

 **Role profile**

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| **Band** | Senior Office - Mid | | |
| **Reporting to** | Service Design Manager | | |
| **Proficient salary** | As advertised | | |
| **Location** | London | Medium travel required | |
| **Team overview** | The Citizens Advice Customer Journey team are leading the transformation of Citizens Advice content and services. | | |
| **Role purpose** | To carry out design projects that inform organisational strategy and the design and development of new and existing services, drawing on a range of qualitative and quantitative methods and taking a user centred approach. | | |
| **Main responsibilities** | Key elements/Tasks | | % of Time |
| **Plan and deliver service design projects.** | * Conduct service design based on robust analysis of user needs, strategic intent, and business requirements. Adopting a ‘service design’ approach, leveraging technology, digital tools and other relevant organisational assets. * Generate new and useful insights to inform the strategies that will drive the development of Citizens Advice services. * Ensure service design resources are used efficiently and in accordance with strategic design principles. * Be an advocate for service design across the team. * Design services with the ability to capture and use data to drive decision-making, service evaluation, impact measurement and continuous improvement across our support operations. * Ensure that the work of the team reflects and supports the service’s Equality and Diversity Strategy. * Contribute to the evaluation of service solution options against assessment criteria agreed with senior stakeholders. * Engage relevant departments in the development of projects to ensure solutions can be implemented and handed over to business as usual. * Facilitate workshops at all levels of the business to gather insight, validate findings and engage staff in solution development. | | 60 |
| **Implement best practice systems and processes.** | * Keep up to date on best practice systems and processes in strategic and service design to ensure that the Citizens Advice Service is ready to take advantage of opportunities. * Contribute to a repository of design tools and materials gained across projects and regularly share with other teams. * Implement best practice processes across the team. | | 10 |
| **Maintain and develop expertise and insight.** | * Be proactive in identifying external and internal contacts within service design to build profile, develop skill sets, share knowledge and insights. * Advise managers on recent developments in this field of work. * Undertake research and analysis in this field of work. | | 10 |
| **Contribute to service design practice and team development.** | * Be an active member of the team, identifying opportunities for personal development. * Contribute to the good and efficient working of the team in delivering against the business plan. * Coaching or buddying junior members of the team. * Supporting the induction of new staff and demonstrate team culture. * Compliance with Citizens Advice policies and procedures, including Health and Safety. | | 10 |
| **Finance** | * Monitor and challenge spend on projects/day to day activities. * Demonstrate financial efficiency and value for money throughout work. | | 5 |
| **Other** | * Undertake any other duties as may be reasonably required within the scope of the role. | | 5 |

 **Person specification**

**ESSENTIAL**

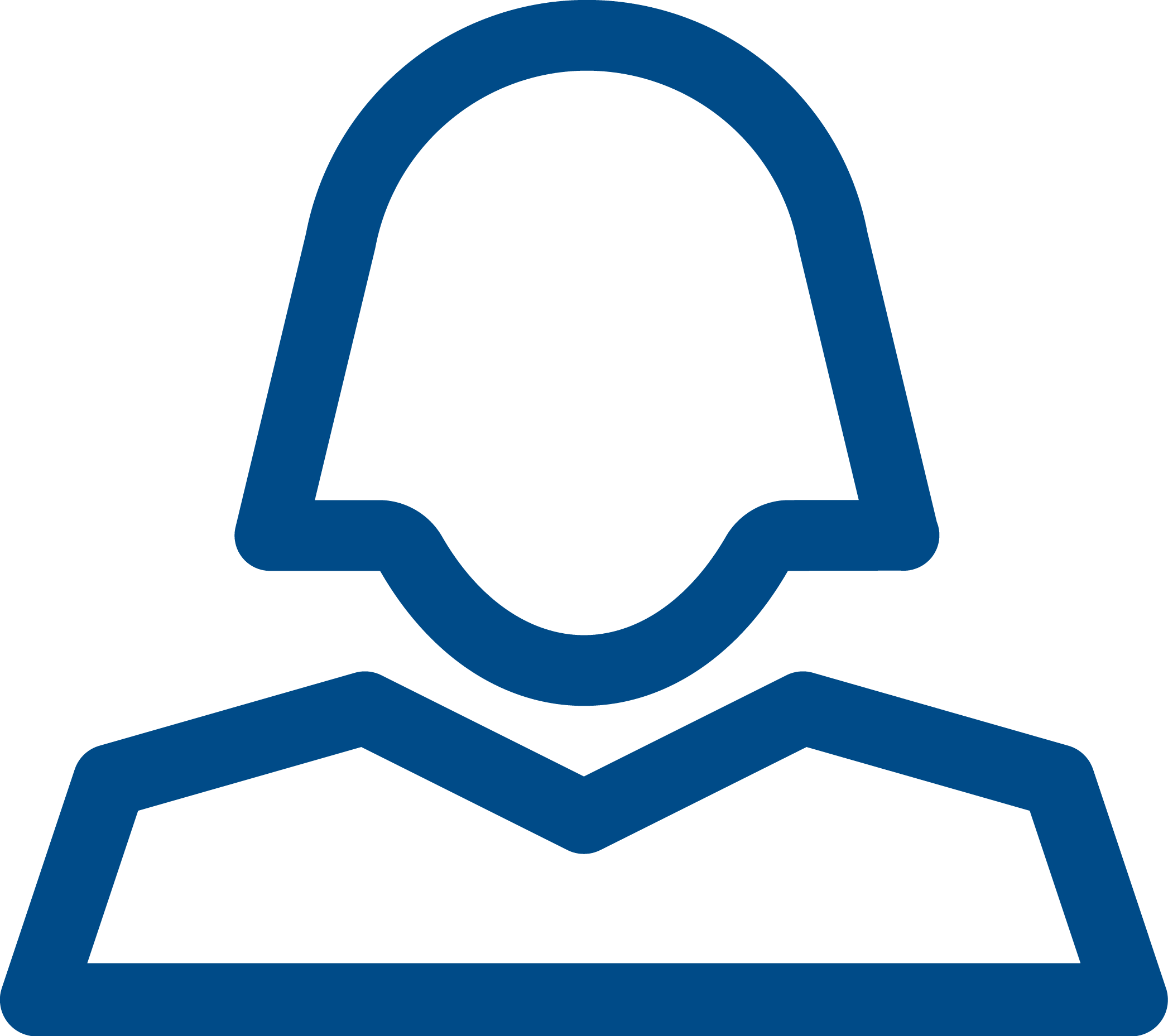
1. Demonstrable experience in practicing service design and applying design thinking principles, and passion for using research insights to shape services and content.
2. Demonstrable experience of using primary and secondary research to identify user needs and business constraints, and working with multidisciplinary teams to design inclusive and accessible solutions.
3. Experience of an extensive range of service design and research methods, including; plan and manage strategic and tactical design projects, developing briefs, conducting research, customer journey mapping, identifying and communicating user needs and business constraints and developing concepts.
4. Excellent analytical skills, with the ability to think creatively and pragmatically and identify solutions, including the ability to adapt flexibly to different areas of service delivery or advice content, and provide constructive challenge in unfamiliar areas.
5. Excellent written and oral communication and influencing skills, including the ability to communicate strategic insights and design outcomes to diverse audiences.
6. Experience of working as part of a multi-disciplinary team, and commitment to working within an inventive, responsible and generous workplace environment.
7. Commitment to maintaining a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes.

**DESIRABLE**

1. Experience designing digital and face to face services, especially those with complex user journeys.
2. Experience leading co-design projects and designing for the needs of vulnerable or hard to reach groups.
3. Confidence in a variety of visual communication practices and proficiency using Adobe Illustrator and Indesign.

**Requirements for role** *(candidates will confirm at application stage and at interview)*

* Ability to contribute to an inventive, responsible and generous organisation and team culture.
* Proven ability to keep up to date with technology and take individual responsibility for learning new technologies.
* Willingness to travel within the UK (including overnights) and to work unsocial hours occasionally to meet tight timescales.
* Commitment to equality and diversity.
* Awareness that Citizens Advice service users are at the heart of everything we do.

 **Terms and conditions**

**1. PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

**2. ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

**3. PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

**4. LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

**5. INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

**6. SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

**7. DISCLOSURE AND BARRING SERVICE CHECKS** **(DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

**8. EQUALITY AND DIVERSITY**

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

**9. DIGNITY AT WORK**

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

**10. PROBATIONARY POLICY**

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice’s discretion, an extension of the probationary period by a further three months.

**11. POLITICAL IMPARTIALITY**

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

**13. LOCATION**

As advertised

**14. EMPLOYMENT STATUS**

As advertised

**15. FLEXIBILITY**

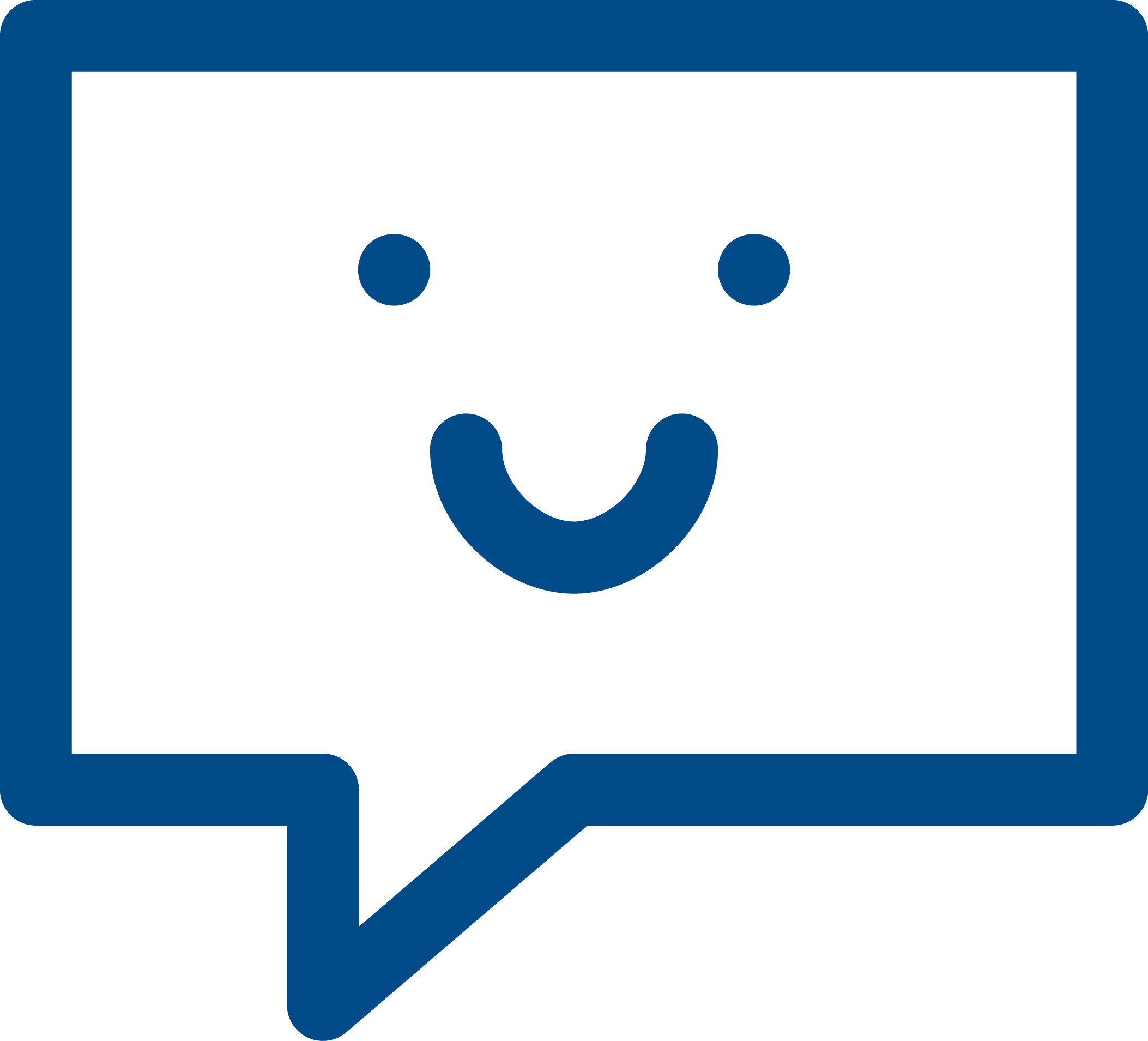
Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

**16. HOURS OF WORK**

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

**Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.**

** What we give our staff**

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

* **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
* **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
* **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you’re a designated car user.
* **Support when things in your life change.** We’ll be there for you with options for flexible working, career breaks, and support for parents and carers.
* **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website](#).

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|  | **Equality and diversity at Citizens Advice** |

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.  
  
To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

* **We judge the application, not the person**. The select panel won’t see your personal details. This makes sure each person’s response is judged on its merits and not on their background.
* **We offer a guaranteed interview scheme**. If you have a disability and your application meets the minimum criteria for the post, we’ll interview you for it. [Find out more here.](#)
* **We’re a Disability Confident employer**. We’re committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on our website.](#)
* **We’re part of the Equality and Diversity Forum**. This means we’re committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here](#).

Our commitment to equality runs through everything we do - read our [Stand up for Equality Strategy](#) to find out more.