Job Description

Job title	Senior Service Designer (Census)
Location	Sheffield, with frequent travel around England and Wales, mainly London and Titchfield (ONS Headquarters)
Hours	Full time (37.5 hours pw) Fixed Term Appointment to end September 2021 *During operational periods (2019 Rehearsal and 2021 Census) you may be required to work out of hours to meet operational needs.* *Good Things Foundation are open to discussing part-time (4 days a week) or flexible working with candidates.*
Reports to	Head of Census Operations - but working closely with the Head of Service Design and the Good Things Foundation Design Team
Staff responsible For	Junior Service Designer (to be appointed)
Date	April 2019
Salary	Manager pay scale - £27,000 - £37,000 (depending on experience)
Other requirements	In taking on this role you will be required to sign the Census Confidentiality Undertaking which commits you to protecting personal information in line with legal and other requirements.
Benefits	● All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) ● 30 days holiday per year ● 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) ● Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) ● Life cover and permanent health insurance ● Confidential Employee Assistance helpline
Job Purpose	A high performing, innovative and committed Senior Service Designer playing an instrumental role in helping Good Things Foundation continue to grow its impact as a charity, changing millions of lives through digital.

Playing a key role in the development and implementation of Good Things Foundation's Assisted Digital service for the 2021 Census, working with the Office for National Statistics (ONS), you will be part of a dedicated project team leading the delivery of a high quality national service as part of a major national Government exercise. The Assisted Digital Service will help people with low or no digital skills to complete the Census online, in community locations, in ways that respond to their needs. By leading the design of the Assisted Digital service, you will play an important and influential role in supporting large numbers of people across England and Wales to participate in a 'digital first' Census as well as building their confidence with digital.

As Senior Service Design lead for the Census Assisted Digital project, you'll take an agile, creative, and reflective approach. You'll work on the ground with the Online Centres Network and other partners, understanding the needs of the people they support and the services and systems they interact with, and you'll manage wider stakeholder relationships positively and productively on behalf of Good Things, including with ONS.

As you lead the design of the Assisted Digital Service, you'll use a range of service design and user research methodologies, taking both a holistic and targeted view of the problems we're trying to solve, and ready to experiment.

Following the planned Census Rehearsal in 2019, you'll work closely with the Service Operations Manager in the project team to adapt and iterate the service ready for the 2021 Live Census operational phase, ensuring contracted Online Centres deliver a high quality service that meets all nationally specified standards.

Throughout this exciting and ambitious project, you'll communicate findings in creative and clear ways, helping colleagues, partners and centres to build their understanding of different approaches, providing challenge and solutions, and presenting clear evidence for what works and what doesn't.

Key Objectives and Accountabilities

Service Development and Design
- Lead the service design and development of the Good Things Foundation's Assisted Digital service for the 2021 Census, to be delivered by organisations within the Online Centres Network. As well as delivering a brilliant and high quality Assisted Digital user experience, the service will create an exciting legacy by connecting large numbers of people with low/no digital skills to organisations in communities that can help them build confidence and skills into the future, once the Census has been completed.
- Embody and embed Good Things Foundation's principles of design and development into your contribution to the Census Assisted Digital project:
  - User centred design: Users are always at the heart of product and service development.
  - Agile and lean: Products and services are built through a series of well-planned short sprints with user experience (UX) and learning requirements framed as user stories.
  - Integrated 'one team' working: As with other large-scale projects, we will take a collaborative, 'one-team' approach to development, involving individuals from across Good Things Foundation and ONS.
- Employ a range of design and research methodologies, including co-design and rapid prototyping, being confident in choosing the right tool for the job
- Understand existing systems and frameworks and design targeted improvements to support better experiences and outcomes
- Translate project objectives and user needs, which are frequently complex, into clear and manageable hypotheses and prototypes
- Work closely with key internal and external stakeholders to understand and reflect in service design all key requirements for the service, including Government-specified standards
- Work closely with the Census Network Manager to ensure the participation of Online Centres Network representatives in the design process for the Assisted Digital service, including prior to the 2019 Census Rehearsal, gathering and analysing insight to inform iterations of the service and create the final service blueprint

Ongoing service improvements and delivery support
- Employ Agile and other project management methodologies as required, being confident in choosing the right tool for the job
- Identify changes that quickly transform the quality of a service, taking quick, confident decisions that move work forward
- Introduce processes and tools to support team working as and when appropriate
- Be a problem solver for blockers to delivery, working with colleagues to move things forward

Communication
- Understand and champion the vision for the project agreed between ONS and Good Things Foundation, ensuring the Assisted Digital service and integration with other aspects of the Census achieves this vision.

- Develop Good Things Foundation's public profile as an organisation carrying out groundbreaking work that tackles social problems through digital
- Work with staff and volunteers from organisations in the Online Centres Network and the users they support to understand the challenges they face and the opportunities to address these challenges
- Be open and honest about the challenges that arise and the actions required to address these
- Communicate lessons and findings in a range of ways - written, illustrated, verbal, digital
- Communicate complexity in a simple, understandable way that makes it clear what needs to happen to make progress.

Staff management
- Empower the staff you line manage to maximise their contribution by setting clear objectives, providing appropriate feedback, holding at least monthly one to one meetings, sensitively and effectively managing performance, ensuring they get the training and development they need and that they feel valued

Operations and organisational development
- Seek opportunities to identify and share best practice from the Census project and implementing changes based on insight and recommendations from colleagues within Good Things Foundation, in particular the Service Design team.
- Ensure your work is always in the bests interests of Good Things Foundation and the Online Centres Network; support others across the organisation to deliver their objectives when needed and be proactive in identifying and addressing opportunities and threats to the whole organisation.
- Understand how some projects being delivered by Good Things Foundation are driving organisational change in line with longer term business objectives, and support the implementation of this change where appropriate.

Accountability
- Be accountable for your work to the Good Things Foundation Board, the wider staff team, funders and the Online Centres Network

Person Specification

Criterion		Essential (E) Desirable (D)
Your Experience	● At least three years' experience in a service design role, using Design Thinking, Agile and Lean principles to design and continually improve services, support or tools.	E
	● Leading design projects that work within existing service delivery frameworks and/or involve a range of partners or stakeholders	E
	● Demonstrable experience using a range of project delivery methodologies, including Agile (E) and Prince2 (D)	E/D
	● Proven expertise in analysing and using user research and data to design, iterate and improve support/services/tools	E
	● A track record of making difficult design decisions and evaluating project success based on evidence	E
	● Managing and developing more junior staff	E
	● Leading critiques involving the constructive criticism of your own work and be able to constructively review the work of others	E
Your knowledge and skills	● Knowledge of, and expertise in using, a range of service design techniques and user research methods	E
	● Familiarity with a range of agile and waterfall methodologies	E
	● Curiosity to look deeper into problems to question and explore them and uncover insight and evidence	E
	● Empathy to explore and understand the real context around the challenges people are facing	E
	● Facilitation to design and run workshops and sessions to bring people together to co-design improved services	E
	● Desire to work in the open to share your work in progress and be open to feedback and challenge throughout	E
	● Knowledge of issues, policy/practice, and stakeholders relevant to digital inclusion and/or social inclusion.	E
	● A confident communicator with excellent people/interpersonal skills	E
	● People management skills, including developing staff	E

	● Ability to travel around the UK to support delivery management	E
Good Things Foundation Behaviours	● We are collaborative ● We are positive ● We are creative ● We are people focussed ● We are inquisitive	
Your education and qualifications	● Degree or equivalent ● Minimum of five GCSEs A* - C or equivalent, including Maths & English	D E

Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.