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| |  | | --- | |  | | **Service Designer**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: Service Designer  **Service Area: Strategy & Design**  **Directorate: Corporate Support Services**  **Team: Design & Analysis** | Salary Grade: SO1 |
| **Post Reports to: Transformation Programme Manager, Strategy & Design**  **Post Responsible for: no line management responsibilities** | |
| **Main Purpose of the Job:**  To provide high quality, cost effective Corporate and Support Services to customers to support the management and delivery of services, taking a holistic, joined up view of service design, delivery and evaluation.  To provide team managerial support, giving professional advice and guidance to the organisation in order to meet statutory requirements and mitigate risks.  To ensure that the Council manages its resources effectively, delivering value for money, exploiting opportunities to drive out inefficiencies and generating income where appropriate. | |
| **Summary of responsibilities and key areas:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.  **1. Seeing the big picture**   * Proactively Identify issues and trends which might affect your service and the directorate priorities. * Ensuring activities are aligned to the Council’s and CSS directorate priorities. * Developing a shared understanding and knowledge of your own and other CSS service areas.   **2. Changing and improving**   * Responds to issues requiring a high level and in-depth understanding of work-area and policies and procedures. * Takes ownership of complex inquiries to ensure they are addressed and resolved by providing explanations and instructions. * Resolves highly complex operational problems requiring advanced knowledge in a thorough and timely manner. * Encourages ideas from a wide range of sources and stakeholders to develop solutions to problems, including developing action plans to implement them. * Identifies issues, considers risks and develops solutions through detailed in-depth information gathering and a high level of analysis. * Prioritises work, taking into account own work area and needs of larger work area, project timelines and other deadlines, problem solving competing demands to service pressures.   **3. Makes effective decisions**   * Makes objective decisions at the appropriate level guided by varied and less defined instructions and practices requiring broader interpretation and good judgement. * Makes decisions on issues and priorities for own area of responsibility and provides advice and feedback to support accurate decision making. * Analyses and interprets varying data sources to inform decisions and ensure that resolution is achieved through innovative means or by using a variety of policies, procedures, and past practices. * Monitors and deals with confidential issues using discretion and judgment. * Makes recommendations to solve and resolve highly complex problems.   Ensures that others comply with established standards.  **4. Leading and Communicating**   * Communicates, interprets and trains others (where appropriate) on directorate and corporate policies or an appropriate professional specialism. * Communicates in a succinct and engaging manner using appropriate styles, methods and timing including digital channels to maximise understanding and impact. * Recognises the contribution and achievement of others. * Conveys complex information to others and takes steps to ensure understanding reinforcing and supporting implementation where needed. * Tailors communication to different audiences.   **5. Collaborating and partnering**   * Establishes relationships with a wide range of stakeholders to support the delivery of directorate and Council outcomes. * Generates a shared focus and understanding and shares information in a clear and concise manner working closely with others. * Deals with conflict in a prompt, calm and constructive manner. * Encourages collaborative team working across the directorate and Council and facilitates dialogue on a regular basis. * Provides impartial and objective advice where appropriate, addressing and resolving issues within a political environment.   **6**. **Building capability for all**   * Identifies and addresses team or individual capability and development requirements and gaps to deliver current and future work. * Develop and deliver capability improvement. * Delegates to and follows up on work of others. Trains others regarding policies and procedures and ensures monitoring and compliance. * Provides guidance, training and leadership to less experienced staff. * Identifies and resolves issues in own workgroup. Assists with issues that impact other areas. * Continually seeks and acts on feedback to evaluate and improve individual and team performance whilst actively finding solutions to improve. * Coaches and supports others to set and achieve challenging goals.   **7. Achieving commercial outcomes**   * Works with commercial experts to consider and develop alternative delivery models and to identify more efficient outcomes, balancing cost and quality. * Works with commercial experts to engage effectively with partners to define or improve service delivery. * Analyses and uses information to assess costs, benefits and risks of different delivery models, developing proposals for change.   **8. Delivering value for money**   * Monitors use of resources and recommends actions to achieve value for money. * Builds and encourages an increased awareness of cost and performance management. * Follows appropriate financial and contract monitoring procedures to ensure deliverables are achieved.   **9. Managing a quality service**   * Creates and updates manuals and internal procedures. * Uses project management skills and techniques to achieve outcomes, identifying risks and mitigating actions. * Develops and maintains systems to review service standards to provide quality and value for money. * Works with teams to set priorities, goals, objectives and timescales and develops plans to improve service quality. * Ensures confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures and oversees the compliance of the team.   **10. Delivering at pace**   * Manages and supports teams to achieve agreed goals and objectives. * Demonstrates a positive approach and maintains focus on priorities. * Takes responsibility for delivering expected outcomes, recognising the contribution of others. * Plans ahead, regularly monitors and evaluates workloads and priorities to adapt to changing situations. | |
| **Job activities:**  Our Design and Analysis team works across the entire council, designing inclusive products and services for thousands of Stockport residents. As a service designer you will help us create seemless customer journeys for users, whatever channel or part of our service they use.  You will champion human-centred design, helping us to remain focused on the needs of our users – including internal business users and partners as well as end service users. You will be an advocate for working in the open to promote awareness and understanding. You will be able to communicate ideas and explain design decisions clearly to build consensus and gain support for design-oriented thinking.  The role requires extensive stakeholder management and relationship building expertise, including with colleagues who are new to user-centred design. But you won’t be doing this alone. You will be part of a small team of designers and will work collaboratively with business analysts, user experience designers and other change agents.  You will be part of a creative and supportive community of practice and will have the opportunity to make a real positive impact on the businesses and residents of Stockport.  **Responsible for:**  working with stakeholders to understand their needs and manage their expectations when developing design concepts that will deliver better public services in Stockport  working strategically on end to end services to re-imagine and deliver improved service outcomes and costed savings  Working well as part of a small community of practice of service designers and business analysts  keeping up to date with and applying best practice approaches in service design | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |



Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of working collaboratively within and across functions to create seemless user journeys | Essential |
| Can translate research into insights that inform decision making and design concepts | Essential |
| Confident in running collaborative design activities using a wide range of tools to enable the discovery, definition and delivery of improved services and products | Essential |
| Expertise in developing ideas and design concepts using sketching, prototyping and iterative design | Essential |
| An inclusive thinker, ensuring accessibility is hard-wired into our design approach | Essential |
| Works effectively with stakeholders, understanding and documenting their needs in a way that helps them translate their issues and opportunities into how they can achieve the best possible outcomes. | Essential |
| Experience of recognising unnecessary complexity in services and designing improvements, defining new business processes and assessing other factors necessary for their successful implementation | Essential |
| Ability to visualise, articulate and solve complex problems and concepts and move from analysis to synthesis and design intent. | Essential |
| Seeks opportunities to develop the practice of service design and the ability to bring others with you | Essential |
| Effective utilisation of digital technologies and innovation across the function | Essential |
| Some experience of coaching and knowledge sharing to develop your team and inspire wider colleagues | Essential |
| Ability to work effectively with stakeholders both inside and outside the council, understanding and documenting their needs and managing their expectations | Essential |
| Qualification or relevant experience in a design related field | Essential |
| Experience of working at pace using agile methods | Desirable |
| Knowledge of the Government Digital Service standards and their application | Desirable |
| An understanding of how the digital economy is changing user behaviour and the local government landscape | Desirable |
| TO BE INCLUDED WHEN THE ROLE IS COVERED BY THE FLUENCY DUTY (SEE GUIDANCE ON ENGLISH LANGUAGE REQUIREMENT ON CONNECT)  The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |