



Role profile

Job title	Service Design Lead	Job family and level	Administrative, Professional and Managerial Level 6
School/ Department	Deputy Registrar's Department/ Information Services	Location	University Park and Kings Meadow Campus

Purpose of role

Working in close collaboration with the User Experience team within Information Services, you will lead the design, challenging the status quo and setting the future vision for the products and services supported by the Student Administration and Continuous Improvement team in order to ensure exceptional digital experiences. You will also help to drive innovation in service design, promote 'Design Thinking' approaches, guide users through the process and embed best practice within teams, both internally and externally across a diverse global user community.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Undertake a strategic role supporting the Student Administration & Continuous Improvement team on the development and implementation of overarching service design governance and principles</p> <ul style="list-style-type: none"> ▪ Work with stakeholders to capture the service perspective, set the vision and build a strategic service design roadmap for the future ▪ Ensure adherence to the roadmap by providing specialist, user centered design advice and guidance ▪ Undertake a lead role promoting, upholding and challenging service design principles across the Student Administration & Continuous Improvement team and more widely. ▪ Define, review and continuously improve user-centered design principles and standards ▪ Play a key role in governing large-scale designs/changes to ensure correct alignment to the overarching strategic service design and user experience strategy ▪ Lead on service design for key programmes and projects within the Student Administration & Continuous Improvement team ▪ Engage multi-disciplinary teams across the global University of Nottingham community with the Service Design process 	45%
2	<p>Develop new designs to support the work of the Student Administration & Continuous Improvement team</p> <ul style="list-style-type: none"> ▪ Assess a service and provide constructive feedback and review ▪ Utilise, iterate and introduce digital patterns and standards that scale 	45%

	<ul style="list-style-type: none"> ▪ Create and rapidly iterate both digital and non-digital service prototypes ▪ Understand user needs and track interactions across departmental and organisational boundaries ▪ Arrange all interactions into rational user journeys across the service ▪ Explain design decisions and be able to represent a service, working alongside teams to target improvements and cost reductions 	
3	<p>Undertake research as required and attend conferences and events to extend department knowledge</p> <ul style="list-style-type: none"> ▪ Develop own skills and professional capability in line with the needs of the service ▪ Adopt a forward-thinking stance, being ever-mindful about the future and bringing new trends and technology into service ▪ Horizon scan and be up speed to with current service design trends in both the public and private sector ▪ Develop, share and embed a strong vision about what 'best-in-class' Service Design means 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent interpersonal and communication skills (verbal/written) with a high level of emotional intelligence ▪ Ability to explain new technical ideas, concepts and designs to non-technical audiences ▪ Self-motivated and dynamic with excellent leadership skills and the ability to mentor other designers ▪ Excellent planning and organisational skills ▪ Ability to work flexibly and quickly in an agile environment; responsive to changing demands and new opportunities ▪ Innovative and creative individual who adopts a user-centered approach ▪ Ability to influence and negotiate with internal and external stakeholders and manage key relationships ▪ Ability to challenge the status quo and influence others to think differently and take risks to enable continuous improvement ▪ Ability to interpret, analyse and exploit user research and complex data to best effect in the Service Design, influencing 'design thinking' ▪ Ability to put forward a convincing business case for new Service Design with a Product Owner ▪ Ability to present and communicate new designs and prototypes on paper or in HTML 	<ul style="list-style-type: none"> ▪ An Agile Champion
Knowledge and experience	<ul style="list-style-type: none"> ▪ Significant, proven experience of requirements gathering with the ability to translate requirements into usable technology solutions, understanding the full project lifecycle ▪ Excellent understanding of continuous improvement, including knowing how to remove complexity from services ▪ Demonstrable experience of agile delivery and lean UX 	<ul style="list-style-type: none"> ▪ Awareness of Higher Education Culture

	<ul style="list-style-type: none"> ▪ Experience of working across organisational boundaries ▪ Strong commercial understanding and experience of working with third party vendors ▪ Experience of working in a multi-disciplinary environment ▪ Experience of using design and presentation software 	
<p>Qualifications, certification and training (relevant to role)</p>	<ul style="list-style-type: none"> ▪ Formal degree and/or professional qualification in Design/ Analysis plus considerable first-hand practical experience of undertaking Service Design in a large-scale IT environment ▪ Proven track record of extensive work experience, demonstrating significant first-hand practical experience of Service Design in a large-scale IT environment 	<ul style="list-style-type: none"> ▪ Design-related qualification



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.
- Taking ownership** Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.
- Forward thinking** Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition
- Professional pride** Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.
- Always inclusive** Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others



