

Position description

Senior Service Designer

Position details

Division: Finance and Corporate
Branch: CityLab
Reports to title: Design-Led Innovation Manager
Position No: 17047, 22226
Classification: Class 6
Financial Management: Nil
Total People: Nil

Primary skill pool: Design (Human-Centred Design, Service Design, Participatory Design)
Secondary skill pool: Project Management

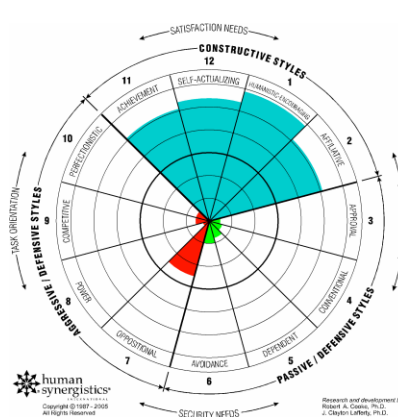
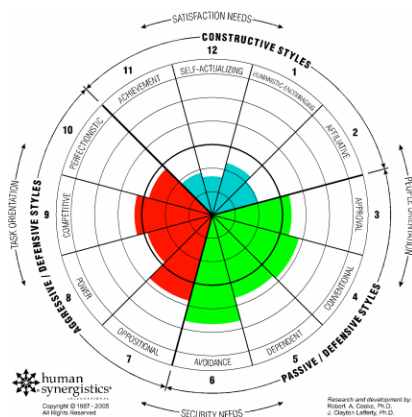
Team context

CityLab exists to 'make government work better for everyone' and at our core, delivering value for people, please and planet is what we're all about. It is a space to challenge our current ways of working; help envisage new possible futures; prototype and experiment with new ideas; and coach and up-skill City of Melbourne (CoM) people along the way. CityLab is seen as a role model for visionary thinking, collaboration and experimentation for the CoM, our community, and external partners. As a diverse team of thinkers, makers, dreamers, and doers, CityLab balances infinite possibility with getting it done.

Culture and Values

CoM aspires to a culture which is humanistic and encouraging, self-actualising, affiliative and achievement focused. We focus on culture because we know that a constructive culture is good for our wellbeing as well as our ability to deliver high quality outcomes.

We measure our performance against the desired culture using the Human Synergistics tool, the "Organisational Culture Inventory" (OCI).



Our ICARE values (integrity, courage, accountability, respect and excellence) are the foundation for our behaviour for ourselves and our teams.

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INTEGRITY

Be honest and reliable, have integrity



COURAGE

Speak up, have courage, make things happen



ACCOUNTABILITY

Act with accountability, be responsible for what you do and how you do it



RESPECT

Be inclusive, stay open, value every voice, establish respect and collaborate



EXCELLENCE

Display excellence, work with energy and passion achieving the best results

Position purpose

The Senior Service Designer role is responsible for supporting the delivery of projects or programs in CityLab. Working closely with Service Design Leads, the Senior Service Designer ensures successful project execution through all aspects of a project or program. They instil creative confidence, foster collaboration, and influence strategic objectives to drive improved program outcomes.

Position accountabilities

- Support the planning, delivery and implementation of all parts or phases of strategic and service design projects. This includes, but is not limited to, the ability to be hands on in the planning and delivery of design research, facilitation, insight synthesis, ideation, concept prototyping, service blueprinting and final output production.
- Working with your team, plan and deliver key project activities. This includes, but is not limited to, feasibility planning, writing briefs, scheduling and running project activities, and delivering project reporting and comprehensive evaluation of outcomes against agreed criteria to assess performance, demonstrate public value and undertake continuous improvement.
- Visually communicate complex concepts to key stakeholders, including crafting visual assets and models.
- Instill creative confidence in your team, giving others the opportunity to live up to their creative capacity.
- Build and maintain up-to-date knowledge of contemporary service, strategic and planet-centric design approaches and emerging trends in technology and service innovation and make recommendations to drive improved program outcomes.
- Work collaboratively with a range of teams across City of Melbourne, and take a “knowledge transfer” approach to help accelerate and embed new ways of working across the organisation.
- Develop productive strategic relationships with project delivery partners and key decision-makers – internal and external – effectively negotiating and influencing outcomes aligned with strategic objectives and helping to drive improved collaboration.
- Regularly plan and seek feedback from team members and stakeholders (internal/external) on program and project delivery, evaluate and respond constructively to address issues and opportunities, including providing updates and feedback to the team to ensure high level performance.
- Plan, attend and present at internal and external presentations, forums and meetings to provide updates and communicate program and project information, as required.
- Coordinate the use and maintenance of an inspirational CityLab physical space.

Environment: communication and judgment

Communication:

The Senior Service Designer is required to have exceptional communication skills. Strong verbal and written communication, visual storytelling, facilitation, and presentation skills are essential for conveying complex concepts to stakeholders, engaging with project partners, and building strategic relationships. Active listening and articulate design decision-making abilities contribute to productive collaboration and feedback.

They will ensure project team members, as well as key project stakeholders, remain actively informed and appropriately engaged in the progress of projects, including any risks or issues that may arise.

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Judgment:

The Senior Service Designer role requires sound judgement in making critical design decisions that align with project objectives and stakeholder needs. They must exercise discretion in assessing the feasibility and impact of design concepts, evaluating trade-offs, and making informed recommendations to drive successful outcomes. Prudent, evidenced-based decision making that is in line with Council's Governance and ICARE Values is required.

Selection criteria

All CoM employees will demonstrate an ability to articulate and demonstrate benefits of positive culture and values.

In addition, the position will require:

- Bachelor's degree and/or demonstrated experience in a design discipline, innovation or a related field.
- Extensive experience in leading, developing and delivering human-centred design / service design projects for large organisations. This includes relevant experience leading the planning, delivery and implementation of design research, facilitation, insight synthesis, ideation, concept prototyping, service blueprinting and final output production.
- Demonstrated experience using agile delivery methods to deliver projects, including the design of a project brief, use of visual management boards, and coordinating project reporting and evaluation.
- Ability to create a safe space to explore new ideas that respects diverse perspectives, engenders positivity, instils creative confidence in others and favours action-bias.
- Proven experience effectively managing complex issues within a highly political, complex environment.
- Strong oral communication and high-level written skills (including report writing, presentation, and negotiation skills) and the ability to communicate effectively with a broad range of stakeholders.
- High level experience in developing and maintaining relationships with key stakeholders at all levels and a sound understanding of stakeholder needs.
- Ability to be flexible and adaptable within a changing environment and delivering high quality outcomes.

Inherent Physical Requirements

The reference to the Inherent Physical Requirements for this position is DM# 9330877.

The Way We Work

CoM's vision is to be a leading organisation for a leading city. CoM fosters a workplace that is stimulating, constructive, flexible, diverse and inclusive and that achieves high quality outcomes for the Council, customers and our community. We recognise that a constructive culture brings out the best in our people. We strive to meet the demands of our employees' professional lives while they can accomplish their priorities outside of work and have a positive work life balance.

We strive to make our organisation agile, with the ability for our work teams to adapt and change based on the evolving needs of CoM. To keep pace with our customers and our changing city, we need a resilient, adaptable, accountable, diverse and inclusive workforce that reflects our community and is committed to excellence.

We establish challenging but realistic goals, develop plans to reach those goals, pursue them with enthusiasm, and are accountable for their achievement. We want our employees to get enjoyment from their work, develop themselves, and take on new and interesting activities whether they are within CoM or outside of CoM. We want our workforce to be supportive, helpful and open in their dealings with each other, through open communication, cooperation, and the effective coordination of activities.