Job Description

Service:	Community
Job title:	Service Design Officer (RAI Team)
Grade:	G
Hours of work:	37 (12 month fixed term contract)
Responsible to:	Community Services Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

We are looking for a committed individual, who is passionate about outcomes for residents, and can demonstrate the ability to develop services that place users at the heart of integrated partnership delivery.

During the pandemic, a new team was deployed with the purpose of providing support to our most vulnerable residents. What was soon established was that residents with pre-existing needs or conditions already had a healthy network of support in place, it was those not known to either professional services or the voluntary sector that were struggling. Helping people navigate the support available, and making sure those who need it most receive the most critical support. This paved the way for the Resident Advice and Information (RAI) Team who have for the last 3 years, been providing direct help, support and guidance to residents experiencing a range of issues such as debt, unemployment, bereavement, poor physical and mental health and the risk of homelessness. Having now secured additional funding for the team, it is imperative that we take this opportunity to understand what does and does not work and how we take this offer into the future.

We are therefore looking for a confident and competent service design lead who will be responsible for assessing the current offer from the RAI Team, understanding the existing and future needs of our residents as well as the organisational priorities and design a new fit for purpose delivery model. Having prioritised improving quality of life for our residents, we want to ensure that our RAI Team are providing the highest quality of service to those at risk of crisis or who are experiencing crisis. Central to this approach is using evidence to identify opportunities to intervene where needed, and to use this information to deliver timely, well-designed solutions that benefit residents. We know that many residents are experiencing hardship and that by identifying them at an earlier stage, the chances of them achieving better outcomes increases. The post will be responsible for scrutinising existing practises including how we reach those who will benefit, how we deliver targeted interventions and support and how we measure the impact, , tackling the issues at root cause and reducing demand.

With minimal support, the officer will influence and mentor members of the team whilst working closely with them as well as internal and external services and partner organisations to develop design concepts. Responsible for setting direction and embedding good practise within the team as well as making important decisions based on research as well as understanding how this research impacts others.

Key Deliverables:

1. Conduct a full and thorough review of the current RAI Team offer from the perspective of the customer, team members and partner organisations.

2. Identify a continuous improvement programme, based on what works and what doesn't making considered and evidenced recommendations of areas of improvement.

3. Place residents at the heart of the service re-design with the priority of keeping people out of crisis and helping those in crisis.

4. Fully embed new ways of working that align with the District Councils priorities that in turn can be performance managed to demonstrate value for money.

5. Using all available resources, develop a set of tools that enables residents to self-help, easily access the information that they need alongside assistance as well support for higher need residents.

6. Identifying how the Council can reduce the cost of delivery and improve outcomes through re-design of user experience, business processes, and better collaboration across the digital ecosystem.

7. Work with data and qualitative insight, to define and communicate user's needs and collaborate with Subject Matter Experts. (SMEs) to design solutions and strategic propositions.

8. To articulate clearly how services need to change from a user centred, system, and business perspective.

9. Promote web accessibility through consultation and understanding of our communities needs which in turn enables and encourages the ability to self-help.

10. Translate research into actionable insights and communicate this in a succinct and human-centred way to stakeholders.

Knowledge and Qualifications	Educated to degree level or holds an equivalent professional qualification, or experience (E).
The minimum knowledge required to undertake this role and any qualifications or training essential for the role	Knowledge of existing and emerging service design tools and methods (E).
(E) Essential	Passionate about service design and creating human centred services (E).
(D) Desirable	
Experience	Experience of implementing user focussed interventions informed by data and insight.
Experience the person would need to do the job	
(E) Essential	Relevant experience in service design or related role such as design research, systems design, business design, or interaction design (E).
(D) Desirable	Experience conducting user experience research, and producing user informed design deliverables such as screen flows, wireframes and prototypes (E).
	Proven history of delivering results on time and within budget (E).
	Experience in quantitative research methodologies and drawing insights from data.
	Accustomed to working collaboratively with clients and team members across the partnership sector.
	Experience of using web development, content management, document management, digital assurance, electronic form (eforms) and customer portal solutions.
	Experience of consulting service users and stakeholders, analysing their views and needs to achieve an agreed and accepted positive outcome.
Skills and Abilities	Coach and lead teams in implementing change, via Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a project (E).
Specific skills the applicant would need to do the job	
(E) Essential	

| (D) Desirable | Experience of developing new and innovative ways of working to achieve the right outcomes (E).

Act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team (E).

Apply a digital understanding to your work.

Identify and implement solutions for assisted digital.

Use a variety of prototyping methods.

Share best practice and coach others.

Look at strategic service design end to end. |
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| **Decision Making and Impact on Others**

What impact the reasons made by the post holder would have on others across the Council | Make and justify decisions characterised by high levels of risk, impact and complexity (E).

Build consensus between organisations (private or public) or highly independent and diverse stakeholders.

Be trusted by senior risk owners as an expert in security.

Apply risk methodologies at the most complex levels of risk.

Guide others in applying risk methodologies in proportion to the risk.

Make and justify decisions characterised by high levels of risk, impact and complexity. |
| **Communication with Internal and External Customers** | Work collaboratively in a group, actively networking with others (E). |

What customers the applicant would be in contact with in the job	Adapt feedback to ensure its effective and lasting. Use your initiative to identify problems or issues in the team dynamic and rectify them (E). Identify issues through Agile 'health checks' with the team, and help to stimulate the right responses. Build consensus between organisations (private or public) or highly independent and diverse stakeholders. Solve and unblock issues between teams or departments at the highest level. Understand the psychology of a team and have strong mediation skills. Internal customer contact 60% External customer contact 40%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Lead the design and implementation of strategy, directing the evaluation of strategies and policies to ensure business requirements are being met (E). Give direction on which tools or methods to use. Demonstrate experience in meeting the needs of users across a variety of channels. Bring insight and expertise in how user needs have changed over time to ensure they're met by the business (E). Apply strategic thinking to provide the best service for the end user. Work with and challenge senior stakeholders.

	Prioritise and mitigate constraints and turn them into an advantage. Adapt the approach depending on the constraints.
HDC values icare	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. **Respectful:** We respect people's differences and are considerate to their needs. **Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues

- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children