



Job Description: Service Designer

Job title	Service Designer
Hours per week	37
Service	Engagement & Innovation
Team	Insight & Innovation
Job location	Homeworking / Balloch
Line Manager	Insight & Innovation Adviser
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Key purpose

The Service Designer's key purpose is to help us embed a design thinking (and doing) approach across our work, including with our Board on the newly formed Futures Group.

The skills and experience that the post holder will bring in applying Service Design methods and tools will help cross-functional teams to 'learn by doing' on projects where a systems thinking and/or user-centred approach will make a real difference.

Key accountabilities

- Assist with the design of new ways to solve problems and deliver services with the focus on the user, consistent with the Scottish Approach to Service Design.
- Apply and develop skills in Service Design, Design Research and Speculative Design, working with a multidisciplinary team and collaborating across the organisation.
- Support and conduct research drawing on a range of sources, analysing research findings and creating summaries where needed to support the wider team.
- Use multiple forms of research and prototyping approaches to put users at the heart of the design of services, the development of multi-year strategic plans and/or to facilitate consideration of 'wicked issues' with staff and our Board.

- Continue to develop organisational capacity for service design/design thinking skills by assisting training employees across the National Park Authority in the practical application of a design-led approach.
- Shadow and provide service design support to the Insight & Innovation Adviser and members of the wider Engagement & Innovation Service, undertaking work independently after being given direction.
- Effectively communicate recommendations of service design tools and approaches for current or future phases of work and/or implementation requirements for programmes of work.
- Bring excellent people, written and organisation skills as well as being a motivated and proactive team player.
- Undertake any other duties appropriate to the grade as required.

Person specification

Assessment Areas	Essential Criteria	Desirable Criteria
<i>Relevant Experience</i>	<ul style="list-style-type: none"> • Previous experience in Service Design, Design Research and/or Speculative Design or qualification in a relevant subject • Experience in undertaking user research and/or community engagement • Experience in prototyping services • Experience of supporting organisations to utilise and understand service design tools and methodologies 	<ul style="list-style-type: none"> • Experience working in or with the public sector • Experience in speculative prototyping techniques • Experience in projects that address the climate emergency and nature crisis • Experience of engaging with young people and less heard voices • Experience of mapping complex systems to better understand them

<p><i>Specific Skills, Abilities and Qualities</i></p>	<ul style="list-style-type: none"> • Strong grounding in the service design-led approach and ability to apply this to the National Park Authority’s work • Strong communications skills and ability to create professional, consistent visual and written communications in a concise, accessible and impactful way • An ability to analyse systems, processes, procedures and policies to determine the most appropriate course of action • Ability to determine level of prototyping approach needed to test and convey concepts and skills to plan, design and execute prototypes to test concepts (we do not expect you to code prototype websites) • Ability to understand wider strategic contexts and contribute to mapping and communicating complex structures, scenarios and systems • Facilitation and presentation skills • Proactive, organised and able to plan ahead • Keen attention to detail • Computer literate • Good team player 	
<p><i>Required Qualifications</i></p>	<ul style="list-style-type: none"> • A degree in a relevant subject or equivalent work experience 	
<p><i>Desirable Qualifications</i></p>		
<p><i>Any Additional Job-Related Requirements</i></p>	<p>Some out of hours or weekend work may be required for this role.</p>	