

INNOVATION UNIT

SERVICE DESIGNER AND SENIOR
SERVICE SENIOR APPLICATION PACK

APRIL 2021

**creating impact- reducing
inequalities- transforming
systems**



**Innovation
Unit**

Creating impact
Reducing inequalities
Transforming systems



www.innovationunit.org

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NICE TO MEET YOU

Innovation Unit is a not for profit, social enterprise - this means that above all else we are an organisation that is deeply committed to making a positive, social impact in the world.

Our mission is to grow and scale the boldest and best innovations that deliver long term impact for people, address persistent inequalities and transform the systems around them.

We have fifteen years experience of doing this work with ambitious partners in local and central government, schools and hospitals, voluntary and community sector organisations, trusts and foundations.

We are proud of the impact of our projects; in recent years [Living Well UK](#), funded by the National Lottery Community Fund, has supported four areas of the UK to pioneer new solutions for community-based mental health and wellbeing that are now spreading nationally; in children's social care, we have been the innovation partner for the Department for Education, since 2014, in their [children's social care innovation programme](#) that has engaged every local authority in England in developing new solutions for children in or on the edge of care.

Our team come from a wide variety of professional backgrounds and life experiences - researchers, service designers and programme managers work alongside ex-nurses, occupational therapists, social workers, and public service leaders to design new solutions and take them to scale.

People who work at Innovation Unit share a core set of beliefs about enabling change that is owned and driven by the people it affects. We all work with the tools and methods from our tried and tested [formula for innovation and impact](#). If what you see speaks to your values and experiences, we want to hear from you.

WHO WE ARE

We hold a bold vision: we want to see a world in which all people belong and contribute to thriving societies. To achieve this vision, we must challenge and change the systems that people who experience disadvantage rely on most.

WHAT WE DO

We grow and scale the boldest and best innovations that deliver long-term impact for people, address persistent inequalities, and transform the systems that surround them.

We do this by coaching leaders and their teams as they introduce difficult changes. And we help build local capability to ensure that new ways of working will be maintained long after our work is complete.

We work closely with people with lived-experience and frontline staff.

Together, we dig deep to find root causes of problems, challenge assumptions, design and test new ways of working and help implement change.

We help organisations collaborate with one another and build strong partnerships that can transform a system or a place.

The impact is better outcomes and experiences for vulnerable people and better outcomes for the wider system.

DIVERSITY AND INCLUSION

WELCOME

We are increasing the size of our staff team and we are actively seeking to recruit a diverse pool of talent for the available roles. We would like you to consider applying even if you have some, but not all the experience listed later in the pack. Most important for us, is that you bring energy, insight, creativity and the determination to grow and scale new solutions to big social challenges.

We put lived experience at the heart of the work we do at Innovation Unit - whether through [co-design](#), [storytelling](#) or [participatory research](#). Much of our work is within the mental health, health, children's social care, and criminal justice systems. We know that staff members with lived or professional experience of these systems make us stronger, and more capable of creating meaningful impact. We would love to meet you if you do.

We value all forms of diversity as a matter of principle, and because innovation thrives on new perspectives we want our new team members to help us see entrenched social challenges in new ways. We encourage people of colour, those from disadvantaged socioeconomic backgrounds, those with disabilities as well as those who identify with any other underrepresented group, to apply.

Please get in touch at winnie.armah@innovationunit.org with any questions about our goals for diversity and inclusion.

Service Designer

ABOUT YOU

You are creative

You are creative and imaginative - capable of redefining the problem, breakthrough thinking and sparking lots of ideas, and spotting opportunities. You are a reflective practitioner.

You are a designer

You understand design and what it has to offer and can articulate its value to other team members. You have good visualization and making skills, communication, research, engagement and facilitation skills.

You are a change maker

You help make change happen by working from the ground up, and from the top down to create new solutions that actually get implemented. You love work on projects with diverse teams.

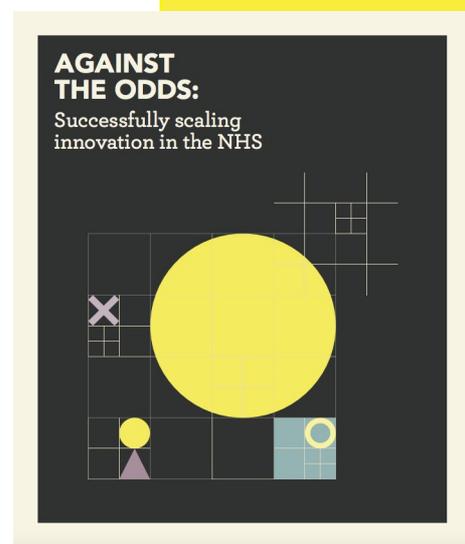
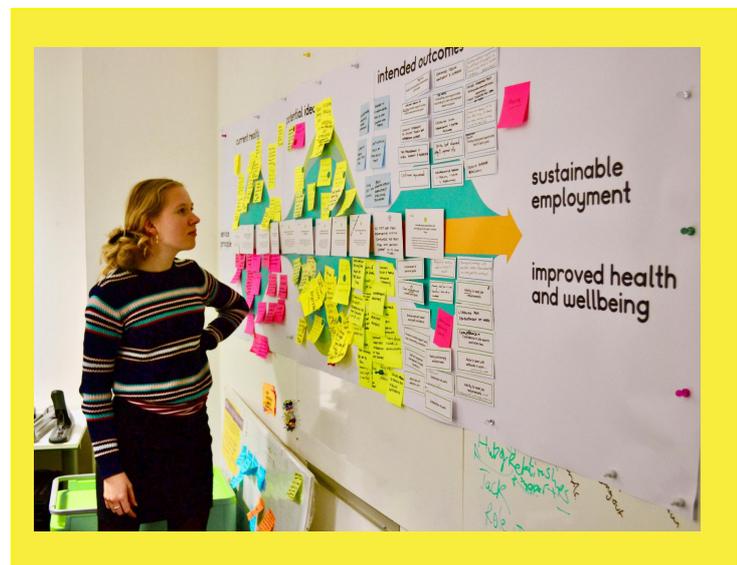
You are passionate about social change

You are passionate about making a difference to people's lives. You are motivated and inspired by social change and how design can make real difference in the world.

You are hungry to learn and to work with colleagues from other professional disciplines and backgrounds.

Expected Skills, Knowledge and Experience

- Practical experience of working as a designer
- A relevant service design education and training
- Good software skills with Google Suite, Adobe CS - InDesign, Illustrator & Photoshop



RESPONSIBILITIES & THE ROLE

You will work as part of a project team across our high-impact, innovation consultancy.

The Service Design role at the Innovation Unit has room for growth. Your starting salary and responsibilities will flex, depending on your experience.

1. Responsibilities

- Leading elements of projects and supporting project delivery.
- Managing, coordinating and facilitating a number of project-related activities such as research, prototyping and co-design.
- Developing high quality project outputs ranging from workshop materials to reports.
- Developing Innovation Unit (IU) service design capability and supporting business development.
- Developing and maintaining strong relationships with potential and current clients whilst working closely with other IU team members.

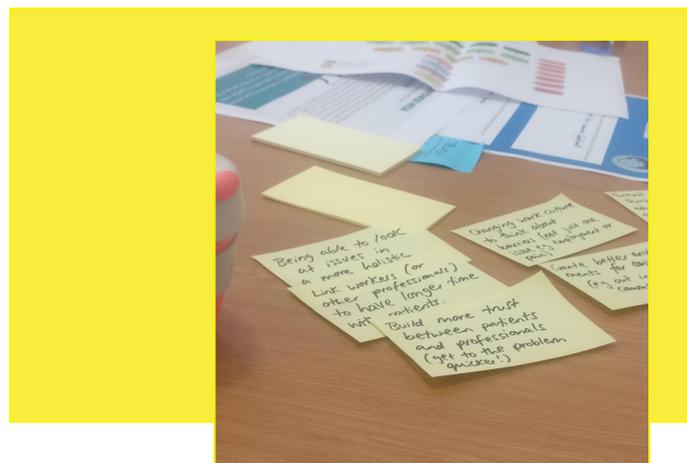
2. The role

Design-led research

- Desk based research and analysis
- Recruiting participants and using research techniques such as ethnography
- Reporting and synthesis of research
- Management of research archiving and data protection

Design, development and delivery of workshops and sessions with clients and service users

- Being responsible for the development and production of workshop materials
- Communicating with clients
- Organising, preparing for and facilitating creative, group-based activities and discussions involving clients and project stakeholders



RESPONSIBILITIES & THE ROLE

Development of high quality project outputs

- Working closely with Innovation consultants and other team members to plan and deliver high quality designs for outputs of all kinds within projects
- Identifying and highlighting opportunities for design to contribute to the delivery of project outcomes

Project coordination, effectiveness and productivity

- Ensuring that the strands of work you are responsible for are delivered to time and budget
- Managing your time effectively, including inputting your utilisation and future delivery assumptions regularly to Innovation Unit's management system

Business Development

- Working closely with the business development team to identify, cultivate and pursue emerging business development opportunities
- Contributing to IU's business development activity as required and on ad-hoc basis.
- Networking and forming relationships with potential clients.
- Undertaking background research and pitch writing, including idea generation and the creation of new offers and proposals.
- Representing the organisation and the project at conferences and meetings.

Development of the Service Design Practice

- Contributing to the setting and maintenance of high standards of design-led processes and outputs.
- Developing and promoting design thinking, design-led processes and creative approaches to research and problem-solving.



ROLE DETAILS

LOCATION

We have colleagues in London, Edinburgh, Greater Manchester, Yorkshire and places in between. Our main base is in London but we don't expect everyone to be there all the time. Currently, everyone is working from home and we are going to experiment with more flexible and decentralised office bases as COVID restrictions are relaxed.

SALARY

£26,000 - £38,000 (depending on experience), plus 4% contributory pension.

TYPE

This is a permanent role.

HOURS

This is a full time role, 7.5 hours a day, 5 days a week. This job is suitable for job sharing.

HOLIDAY ENTITLEMENT

27 days holiday plus bank holidays. In addition, we close the office for three days between Christmas and New Year.

REPORTS TO

One of our Principal Innovation Consultants, depending in part on your interests and in part on our mix of current work.

BENEFITS

- 4% pension contribution
- Pension salary exchange scheme
- Childcare voucher scheme
- Cycle scheme
- Flexible working
- Life cover



HOW TO APPLY

Send your PDF or online portfolio of recent work demonstrating a range of skills, with a CV and cover letter stating why you'd like to join the Innovation Unit team, your interest in the role and the aspects of your experience relevant to the role

We also ask that you complete our anonymous [diversity survey](#), though please note this is optional.

DEADLINE

Please send your application to contact@innovationunit.org by midday on Tuesday 20th April 2021

INTERVIEWS

First round interviews will take place the first two weeks of May 2021. Please note that owing to current government restrictions, all interviews will take place via video conferencing.

All candidates will receive an email confirming that their application has been received within three working days of receipt. After this, we will only contact the applicants that have been selected for interview. Due to the volume of applications expected we will not be able to offer personal feedback on applications.

Due to the nature of our work with children and vulnerable adults, Innovation Unit operates a Safer Recruitment policy. All offers of employment will be made on the condition of a DBS check being carried out and we will ask for two references

We look forward to hearing from you.

Senior Service Designer

ABOUT YOU

You are creative

You are creative and imaginative - capable of redefining the problem, breakthrough thinking and sparking lots of ideas, and spotting opportunities. You are a reflective practitioner.

You are a designer

You understand design and what it has to offer and can articulate its value to clients. You have excellent visualization and making skills, communication, research, engagement and facilitation skills.

You are a change maker

You have strategic thinking - helping make change happen by working from the ground up, and from the top down to create new solutions that actually get implemented. You love to work on projects with diverse teams.

You are a leader

You exercise leadership, and are able to help people challenge their assumptions and make way for new ideas. You have the courage, energy and dedication to make things happen and have impact, at scale.

You are passionate about social change

You are passionate about making a difference to people's lives. You are motivated and inspired by social change and how design can make real difference in the world.

You are hungry to learn and to work with colleagues from other professional disciplines and backgrounds.

Expected Skills, Knowledge and Experience

- At least 5 years experience of working as a designer
- Recognised Service Design qualification (preferred)
- Excellent software skills with Google Suite, Adobe CS - InDesign, Illustrator & Photoshop
- Track record of growing design-led capabilities and practices in teams and organisations
- Experience of applying service design methods within complex system change projects

RESPONSIBILITIES & THE ROLE

You will work as part of a project team across our high-impact, innovation consultancy.

Main responsibilities

Client delivery - project leadership

- Negotiate and confirm programmes of work with clients, firming up project requirements and outputs following kick off meetings, ensuring that any changes to scope are communicated to the IU project team and that client expectations are well managed.
- Manage successful delivery of smaller client projects and work-streams in larger projects ensuring that:
 - Project outcomes are achieved, we deliver maximum impact and we get strong positive feedback from our clients;
 - We deliver on time, to budget and within parameters agreed with the client, re-negotiating scope where necessary and re-allocating resources to meet project challenges, including achieving the required project margin; and
 - Provide effective and efficient project administration, including using the internal financial and other project management systems effectively.
- Manage the work, expectations, morale and effectiveness of small project teams.
- Undertake high level stakeholder mapping and engage with key project stakeholders to secure their buy-in to the project aims.
- Demonstrate excellent practice in service design, including:
 - Design and delivery of creative workshops and sessions with clients and services users;
 - Design research activities including use of ethnography, report writing, story telling, archiving, data protection, and ensuring adherence to the research ethical code of conduct;
 - Communication design and data visualisation; and
 - Design and delivery of practical prototyping in local systems.

RESPONSIBILITIES & THE ROLE

Engagement, communication and learning

- Communicate regularly and effectively with all members of the team, contractors, suppliers and clients.
- Prepare presentation materials for visits, events and meetings and represent the project at meetings and events.
- Write in an engaging way about the project for a range of different audiences, and ensure that all outputs and publications are properly quality assured.
- Contribute learning from this project to the development of Innovation Unit intellectual property and integrate learning from other Innovation Unit projects into this work.

Developing service design practice

- Build and maintain our design capabilities, design skills and design talent across the organisation, supporting the professional development of others in the team.
- Set and maintain a high standard of quality in design-led processes, design thinking and outputs.
- Support creative approaches to problem solving within Innovation Unit and take responsibility for building our service-design credentials and reputation.

Business development

- Identify opportunities for further work that could follow on from current projects.
- Work closely with the business development leads to identify solutions and innovations that could be scaled within appropriate markets and public systems.
- Support the practical aspects of business development including writing proposals, developing sales materials, background research, and other ad hoc activity.
- Grow your personal network, maintaining existing relationships and developing relationships with potential future clients.
- Support business development administration by regularly updating contact data, and ensuring that the website is up to date with information about recent projects.

ROLE DETAILS

LOCATION

We have colleagues in London, Edinburgh, Greater Manchester, Yorkshire and places in between. Our main base is in London but we don't expect everyone to be there all the time. Currently, everyone is working from home and we are going to experiment with more flexible and decentralised office bases as COVID restrictions are relaxed.

SALARY

£35,000 - £52,000 p.a. depending on experience, plus 4% contributory pension.

TYPE

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