

# INNOVATION UNIT

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## SERVICE DESIGNER JOB DESCRIPTION

2019



Innovation  
Unit

New solutions  
for thriving societies



[www.innovationunit.org](http://www.innovationunit.org)

# OUR MISSION

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## WHO WE ARE

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Innovation Unit is a social enterprise with a bold vision: we want a world where more people belong and contribute to thriving societies.

Our mission is to develop new solutions and create impact at scale. Through the way we work and the kinds of solutions we create, we help people and communities to thrive.

We hold a core belief in the power of innovation and the potential of people to make things happen. For us, innovation is driven by and liberates human potential, agency and collective action.



### HUMAN POTENTIAL

the best that people  
are capable of



### AGENCY

their ability to create  
change in their own lives



### COLLECTIVE ACTION

when people come together  
around common purpose and  
are supported to create change  
in communities, places or  
across systems

[Innovation Unit](#) is a not for profit social enterprise. We grow new solutions to complex social challenges and are committed to taking those solutions that work to scale. We combine service design, research, strategy and change management expertise, with a disciplined, rigorous approach to innovation and a deep understanding of systems and system leadership.

Having started life as an Innovation Unit within the Department for Education, we now have over ten years experience working independently with ambitious leaders in organisations, systems and places around the world. Our clients range from local authorities and government departments, to charities and foundations. We currently work across five key areas of impact: healthy lives, mental health, early years, schools and learning, and children's social care.

Our 'brand' of innovation is based on a core belief about the power and potential of people to create change for the better in communities, places and across systems. For us, innovation is driven by and liberates: human potential (what people are capable of), agency (their ability to create change in their own lives) and collective action (the energy that comes from people acting together to solve problems and create solutions).



# ABOUT YOU

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You are ambitious, creative, imaginative and independent.

You understand design and what it has to offer and can articulate its value to clients. You can work from the ground up and the top down to create new solutions and implement them. You exercise leadership, and are able to help clients challenge their assumptions and make way for new ideas. You can help design new solutions at a system level and can scale ideas to new cultures and contexts.

The work we do is challenging but also inspiring and incredibly motivating. We care about making a difference to people's lives and you have that passion too. You also have the courage, energy and dedication to make things happen and have impact, at scale.

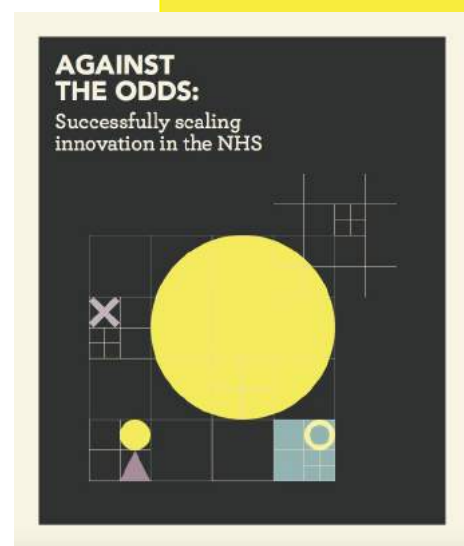
You will be educated to at least bachelor degree level. A qualification in service design related fields is desirable and you will have service design experience.

You have a particular interest in one or more of:

- Mental health
- Children's social care
- Health and social care
- Education and learning

You want to develop and grow in your role to lead projects and create large scale social change in the future.

Applications are welcome from people with minority backgrounds or a disability, as these are under represented in the organisation.



# DUTIES & RESPONSIBILITIES

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You will work hard 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.

We have recently started work on a large, long term innovation programme in adult mental health. We need our senior service designer to work on this programme part time. The programme will involve some work based in our offices in London, but also require working away from home in Scotland, Northern England and southern England.

## 1. Purpose

- 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 report.
- 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. Key responsibilities

Design-led research

- Desk based research and analysis
- Recruiting participants and running research such as a ethnography
- Report and synthesis of research
- Management of research archiving and protection

Design, development and delivery of workshops and working sessions with clients and 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

# DUTIES & RESPONSIBILITIES

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## Development of high quality project outputs

- Work closely with the project leads and other team members to plan and deliver high quality designs for outputs of all kinds within projects
- Identify and highlight 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 planning assumptions regularly to Innovation Unit's records management system

## Business Development

- Working closely with the business development team to identify, cultivate and take-up 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. 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

- Supporting in setting and maintaining high standards in design-led processes and outputs.
- Developing and promoting design thinking, design-led processes and creative approaches to research and problem-solving.





# ROLE DETAILS

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## LOCATION

Our office is in a bright, communal workspace in London Bridge, with an amazing shared roof terrace. We don't expect everyone to be in the office all the time; the role may involve some travel and we are open to staff working from home from time to time.

## SALARY

£25,000 - £34,000 (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 senior leads, depending in part on your interests and in part on our mix of current work.



# HOW TO APPLY

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Send your PDF or online portfolio of recent work demonstrating a range of skills, 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 required criteria.

## DEADLINE

Please send your application to [contact@innovationunit.org](mailto:contact@innovationunit.org) by 12pm (midday) on Monday 5 August.

## INTERVIEWS

Skype Interviews will be held for all shortlisted candidates by mutual arrangement from 12-31 August. Second round interviews will be held at our offices on 4 September. We will let all applicants know whether they have been selected for interview, but due to the volume of applications received we will not be able to offer personal feedback on applications. Please note we do not refund travel expenses for interviews.

**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.**

**We look forward to hearing from you.**

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