

Lead Service Designer

Change and Programme Management Office

Closing Date : Tuesday 29th October 2024

Job Reference: YV43690



Lead Service Designer

Salary:

£61,198—£64,914 (G10)

Contract:

Open-ended contract
(funding dependant)

Location:

Central Cambridge

Faculty / Department:

Change and Programme
Management Office (CPMO)

Responsible to:

Head of Digital Transform-
ation/RPS Lead

Working pattern:

Full-time/Part-time

The University of Cambridge has a Hybrid Working Policy that aims to enable as many staff as possible to work in a hybrid way if they so wish, whilst recognising that some roles will include tasks that can only be performed on University premises.

Purpose of the role

Service designers work from the perspective of the user. They collaboratively design the end-to-end journey of a service to help a user complete their goal in a way that is feasible and viable for the University to sustainably support. In this role your work may involve designing change to whole services (both digital and offline channels) provided by different parts of the organisation.

In addition to working as a 'hand on' practitioner as part of a multi-disciplinary service team, this role will also be setting the standards and defining how service design is conducted across the University.

This role sits within the Change and Programme Management Office (CPMO) as part of the Reimagining Professional Services (RPS) Team, working in close collaboration and embedded in multidisciplinary teams working across the University's Faculties, Departments, Schools and Professional Services communities.

As Lead Service Designer you will:

- Be an expert practitioner who influences and mentors others.
- Work with Service Owners to develop service visions and blueprints, acting as lead across multiple or complex services within one of our portfolios e.g. Education or Research.
- Develop an approach to service design that meets the needs of the University. Collaborating and co-designing with teams as required.
- Focus on ensuring the right conditions and environment for designers to work effectively.



Lead Service Designer

Key responsibilities

Information systems coordination:

- Maintains awareness of the global needs of the organisation.
- Promotes the benefits that a common approach to technology deployment will bring to the business as a whole.
- Coordinates and collaborates with others on the promotion, acquisition, development, and implementation of information systems and services.

Specialist advice:

- Provides organisational leadership and guidelines to promote the development and exploitation of specialist knowledge in the organisation.
- Maintains a network of recognised experts (inside and/or outside the organisation) who can deliver expert advice in relevant areas.
- Provides input into professional development planning across a significant part of the organisation to further the development of appropriate expertise.

User experience design:

- Obtains organisational commitment to strategies to deliver required user experience, usability, accessibility and security.
- Defines organisational policies, standards and techniques for user experience design. Plans and leads user experience design activities for strategic, large or complex programmes.

User experience evaluation:

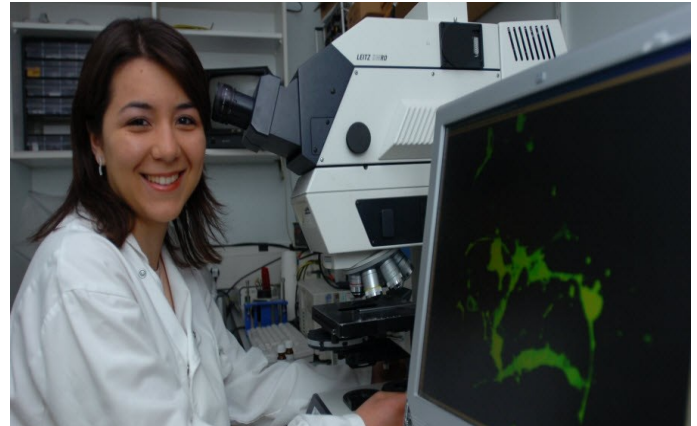
- Champions high standards in user interaction with the organisation's systems, products and services including involvement of users in evaluation activities.
- Specifies standards and methods for security, usability and accessibility and ensures that this is addressed in future designs.
- Develops or sources resources and capabilities to conduct effective user experience evaluation, including specialist user-centred facilities and communities of users. Leads the provision of input and resources for future user research.
- Collaborates with internal and external partners to facilitate an effective evaluation of systems, products and services.



Lead Service Designer

Methods and tools:

- Develops organisational policies, standards, and guidelines for methods and tools.
- Sets direction and leads in the introduction and use of techniques, methodologies and tools, to meet business requirements.
- Leads the development of organisational capabilities for methods and tools to ensure consistent adoption and adherence to policies and standards.



Innovation

- Obtains organisational commitment to innovation.
- Develops organisational capabilities to drive innovation.
- Leads and plans the development of innovation capabilities and implementation of innovation processes, tools and frameworks.
- Leads the communication and an open flow of creative ideas between interested parties and the set-up of innovation networks and communities



Stakeholder relationship management:

- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external). Facilitates the engagement of stakeholders in support of the delivery of services and change projects. Acts as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback. Leads actions to improve relations and open communications with and between stakeholders.

Lead Service Designer

User research:

- Plans and drives user research activities providing expert advice and guidance to support the adoption of agreed approaches.
- Determines the approaches to be used for including users in generative research.
- Leads the collection and analysis of user research data. Synthesises research, develops insights and presents conclusions to inform decision-making and drive actions.
- Contributes to the development of organisational methods and standards for user research.
- Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Proactively works to ensure effective working relationships within the team and with those whom the team interacts with. Provides support and guidance as required, in line with individuals' abilities.
- Advises individuals on career paths, and encourages pro-active development of skills and capabilities and provides mentoring to support professional development. Provides input in to formal processes such as compensation negotiations and disciplinary procedures.

Performance management:

- Manages individuals and groups. Allocates responsibilities and/or packages of work, including supervisory responsibilities. Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria.

Networking

- Active membership of the University IT Community and emerging Service Design community to share knowledge, best practice, and technical expertise.



Person specification

	Essential	Desirable
Experience		
Experience working in an in-house design team or at a design agency.	✓	
Experience of leading multiple teams across a range of large-scale projects, with proven experience (through your portfolio) of your approach to problem solving coupled with your skills in service design	✓	
Extensive experience of planning and facilitating user research, and analysing the data to provide practical insight.	✓	
Can demonstrate ability to interpret and map complex backstage capabilities such as Technology, People, Processes and Policies.	✓	
Experience and ability to confidently facilitate and lead co-design workshops with SMEs and members of other disciplines to create a shared understanding of the problem space, users and end-to-end journey.		
Experience of working with Government Digital Service (GDS) service delivery framework (or a comparable system)	✓	
Skills		
Solid understanding of qualitative and quantitative research methods and know when to use them.	✓	
Effective communication and storytelling skills that help stakeholders understand research insight, and well as bring to life the future state experience. Specifically between technical and non-technical specialisms.	✓	
Solid understanding and applied experience in software development and operational practices such as user centred design, agile etc.	✓	
Ability to learn quickly about complex systems and articulate complex ideas.		✓
Ability to coach others in the approaches and service design methods to accelerate adoption within the organisation.		✓
Values diversity and difference and encourages others to do the same. Operates with integrity and openness.	✓	
Qualifications		
Degree or equivalent experience	✓	

The Academic Division



Unified Administrative Service

The University's central Unified Administrative Service (UAS) works in partnership with Schools, Faculties and Departments, providing core professional and administrative services in support of Cambridge's academic and charitable mission. It also offers a range of expertise and skills that help support the development and implementation of policy across a number of functional areas.

The UAS is led by the Registry as the University's Principal Administrative Officer and consists of the following divisions:

- Academic Division
- Estate Management Division
- Health, Safety and Regulated Facilities Division
- Human Resources Division

Administrative staff within a number of these divisions, especially the Academic Division and Finance Division, are often physically located in

Schools, Faculties and Departments, and are fully involved in their day-to-day operation.

Academic Division

The post is within the Academic Division of the UAS. The Division is responsible for supporting the General Board of the Faculties and for the academic administration of the University, including maintaining the excellence of its teaching and research.

The Division is headed by the Academic Secretary and consists at present of some 300 staff, responsible for admissions, examinations, student services, education policy and quality assurance, International matters, research administration and School, Faculty and Departmental administration. Further details about the Division can be found at:

<https://www.academic.admin.cam.ac.uk>

The Change and Programme Management Office

The Change and Programme Management Office has been established to support the management and coordination of the University change programmes. It supports the work of the Change and Programme Management Board and works closely with the programme teams, professional services staff and key stakeholders to help the University embrace new ways of working that better support our staff and academic mission.



The primary role of the CPMO is to coordinate activities taking place across the various change programmes, manage risks associated with programme delivery, offer assurance to the University and support institutions to adopt new ways of working. The CPMO team includes specialists in areas such as project and portfolio management, continuous improvement,

organisational design and development, process improvement and communications.

Hybrid working (working both from home and on site) is an option for this role and can be discussed during the interview process. If you have a preferred working pattern, please feel free to share that in your application.

Reimagining Professional Services

Reimagining Professional Services (RPS) aims to develop one professional services community that is empowered to deliver excellent services in support of our academic mission.

Work is taking place across the University to reimagine our professional services, build a stronger sense of community amongst professional services staff and make sure they have the skills, support, systems and ways of working they need to do great work

We are working with teams to collaboratively design new ways of working and see the work

of a Change Management Specialist as key in supporting staff. This will involve working in supporting roles as well as those delivering services directly to the academic community to establish more effective and efficient end-to-end service delivery models.



Terms of appointment

Tenure and probation

Open ended contract (funding dependant) Appointments will be subject to satisfactory completion of a probationary period which will be set dependant on the length of tenure.

Hours of Work and Working Pattern

The hours of work for the position are full-time working Monday – Friday. We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit:
www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do

not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Equality and Diversity

We particularly encourage women and /or candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University. **(Please see relevant guidance before inclusion:** <https://www.hr.admin.cam.ac.uk/recruitment/equality-law-and-recruitment/exceptions-equality-law/positive-action>)

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

The University of Cambridge is consistently ranked one of the best universities in the world, achieving academic excellence through its Faculties, Departments and other Institutions, together with the 31 Colleges.

The University is renowned for its record of discovery and innovation. It is one of the great institutions, with a regional, national and global reach, attracting the very best and brightest minds. Our staff and students shape the world around us for the better: we attract and partner with like-minded people.

Whether contributing to the development of new anti-cancer drugs, adding to the understanding of how black holes are formed, revolutionising the study of ancient settlements, convening academic expertise to offer solutions to the climate crisis, or analysing public attitudes towards democracy around the world, the University's research is remarkable in its breadth, quality and impact. The University also sits at the heart of Europe's largest technology cluster and has catalysed more than 1,500 high-tech companies. And yet what inspires our 24,000 students and 13,000 staff is not what has already been achieved, but what is possible in the future.

The education and experience of our students, based on a partnership between the University's academic Departments and Faculties and the 31 Colleges, is second to none. Every student is a member of one of the Colleges, each a community of students, academics and staff drawn from across the University's comprehensive range of subject areas.



The University is a self-governing community, with a system for decision-making that provides a high degree of accountability and transparency to its members. Each Department and Faculty is part of one of six academic Schools, but each of them, and each individual academic, has a great deal of autonomy. The Colleges are independent and self-governing, working in a symbiotic relationship with the University.

The University has a number of Institutions that are independent of any Faculty or Department and are not part of the academic Schools. These include the Institute of Continuing Education (which provides high-quality education to adults throughout their lives), the Fitzwilliam Museum, Kettle's Yard (an historic house and gallery that holds important collections of modern art) and the University Library. In addition to their diverse contributions to University and public life, these non-School Institutions are also important centres of teaching and research.

Cambridge University Press & Assessment provides academic publishing, examinations and learning materials worldwide, supporting the dissemination of research, academic development at school and in higher education, and international student mobility. Legally, the Press & Assessment is a department of the University. It provides very important funds to invest in the academic purposes of the University.

The University has made truly remarkable contributions to the sum of human understanding, with breakthrough ideas and discoveries that have changed the way we understand ourselves, our planet, and the universe around us. Yet the global and national contexts in which it operates are fast-changing and increasingly filled with uncertainty. In a world that is becoming - politically, economically, socially, and technologically – ever more interconnected but even less equal, the University's mission – “to contribute to society through the pursuit of education, learning and



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Through its outstanding education, research and innovation, the University of Cambridge has made - and continues to make - a lasting contribution to human knowledge and is flourishing. By working at the University of Cambridge, you will be joining a vibrant community of students, scholars and professional services staff, committed to supporting and enhancing the University's mission to contribute to society.”

Professor Deborah Prentice,
Vice Chancellor, 2023



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 24,000 students and over 13,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

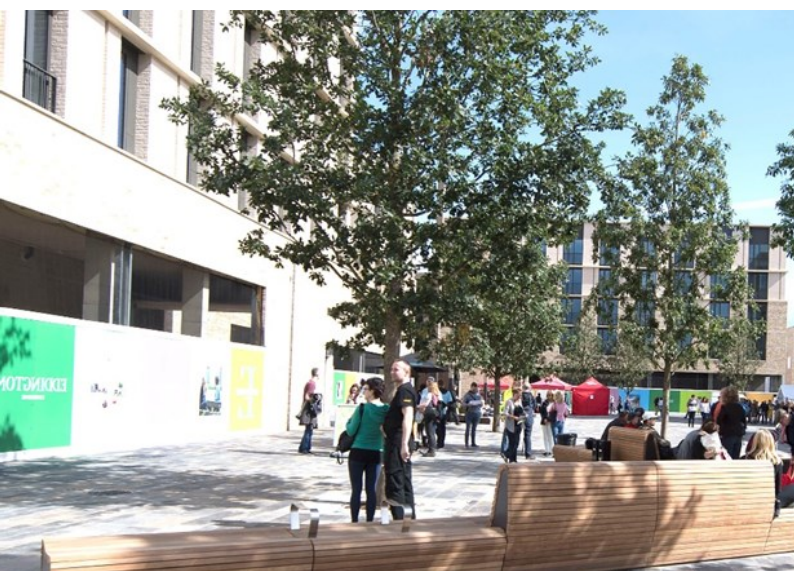
If you prefer the faster pace of life, London is a 45-minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit: <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 26 weeks' full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme are available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group (<https://www.nvs.admin.cam.ac.uk/>) is an organisation within the University that welcomes the partners and families of visiting scholars and new members of the University. Run by volunteers, the group offers opportunities to visit interesting Cambridge venues, learn about the community, take part in social events and gain local knowledge while developing a strong support network of both residents and other newcomers.

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the Cambridge Festival, which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to Apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Kate Livingstone, change@admin.cam.ac.uk

If you have any queries regarding the application process, please contact:

The Change and Programme Management Office

Email: change@admin.cam.ac.uk

The closing date for applications is: **Tuesday 29 October 2024**

The interview date for the role is: week commencing Monday 11th November 2024

