

Job Description: Head of Design

Duration: Fixed Term: 6 months (Parental Leave Cover)

Salary: £47,430 - SME2

Location: Hybrid working. London Base.

Reporting to: Assistant Director of Design

Department: Design & Delivery

Key working relationships: Design & Delivery Department, Assistant Directors, Heads of Department across the organisation

Purpose of the job

This role is for someone who has worked on design projects that have met the needs of end users. You will be confident in taking a human-centred-design approach to develop solutions that tackle some of the youth sector's knottiest problems.

You will work closely with the Assistant Director of Design to improve provision for young people by co-designing with those delivering youth work and alongside young people. You will consider the needs of end users and stakeholders, the importance of research and the possibilities of technology. You will think through problems and build inclusive, deliverable and impactful solutions.

Why work at UK Youth?

UK Youth wants all young people to be equipped to thrive and empowered to contribute at every stage of their lives. Youth work can be life changing (and even life saving.) We have developed a strategy to unlock youth work so that every young person in the UK can benefit. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes.

UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people. Come and be part of this change.

Responsibilities

Designing Solutions

- Work closely with the Assistant Director of Design to implement the design strategy; designing a streamlined offer to the youth sector against our priority areas including: Mental Health, Employability, Outdoor Learning, Youth Social Action, Creative Arts and Workforce CPD.
- Manage the end-to-end design of interventions involving multiple stakeholders and partners.
- Work closely with Design Officers to develop service models, workforce support tools, youth development content and grant funding models for youth work and outdoor learning.

- Work closely with the Strategy, Research and Impact Team to plan, undertake and support user research to inform the design of potential solutions.
- Design, develop and test solutions with those delivering youth work, alongside young people, and other end users where relevant. Solutions will cover a range of settings and contexts, digital and in person.
- Facilitate workshops and design sprints to rapidly design, test and iterate prototypes.
- Take responsibility for ensuring you and your team take an inclusive design approach, that all activities promote equity and anti-oppression in the youth sector.
- Work closely with the Collective Action team to engage cross-sector networks in the design process, ensuring we are responding to need.
- Work closely with the Delivery and Outdoor Learning Departments to ensure the products and services designed are feasible and impactful in context and are set-up to continually iterate and improve.
- Work closely with the External Relations department to develop attractive, multi-funder propositions.
- Support the income generation process by contributing to the identification, development and pitching of new work, providing design insight and process to new business opportunities.
- Ensure children and young people play a strong leadership role across our work.

Embedding Human Centred Design

- Contribute to the continual development of the charity's approach to Human Centred Design, acting as a HCD champion to the UK Youth team
- Understand and respond to new developments, trends and innovations in the youth and outdoor learning sectors and incorporate new advance into effective design
- Work in the open throughout the design process, demonstrating progress and process through visualisations, presentations and reports.
- Provide training & capability building relating to design methods and mindsets to teams across the charity and to partners in the youth sector.
- Work with non-designers through the design process, ensuring the design process is accessible to all stakeholders.
- Work collaboratively with other senior leaders across the charity to ensure the design process is well integrated and ways of working between departments are continuously improved.

Representing UK Youth

- Build strong sector relationships and identify opportunities to work in partnership, where appropriate.
- Represent UK Youth at meetings and events – helping to improve cross-sector understanding of youth work.

Operations

- Deputise for Assistant Director of Design and work closely with colleagues to cover for each other as required.

- Develop budgets for new programmes and interventions, forecasting and financial modelling.
- Represent UK Youth at meetings and events – helping to improve cross-sector understanding of youth work.
- Line manage, develop and motivate direct reports, where applicable.
- Work with the Assistant Director of Design in setting the business plan and annual budget.
- Work closely with the Heads of Delivery, Head of Grants, other Head of Design and hold strong relationships with Strategy, Research and Performance, Collective Action and External Relations Departments to ensure alignment and a streamlined approach.
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Subject Matter Expert behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the following expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work.
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience.
- Actively promote and embed an understanding of equity, diversity and an inclusive culture.
- Able to role model and reinforce collaborative working, build productive relationships to find solutions and influence decisions.
- Take both personal responsibility for leading on work areas leads on creating a culture of accountability and engender this approach in others.
- Able to set clear expectations, articulate what good performance looks like and set strategic direction to ensure high-quality work.
- Able to empower and energise teams to achieve goals and communicate a compelling vision and direction in their area of responsibility.
- Enable a culture of learning from mistakes and continuous learning.
- Create an environment and culture where wellbeing can be openly discussed.
- Role model and foster innovation and creativity.

Person Specification: Head of Design

Experience

- Experience of successfully leading teams, with a proven track record of inspiring and motivating diverse teams
- Significant experience of designing interventions (digital and/or physical) for young people and/or those who support them
- Demonstrate significant expertise in youth work and/or outdoor learning
- Experience using human-centred-design methods and mindsets; managing projects across the end-to-end design process
- Experience of developing high quality content and curricula for young people, youth workers and/or outdoor learning instructors (desirable but not essential)

Knowledge, skills and understanding

- Deep understanding and empathy of the current issues facing young people
- Exceptional leadership skills with the ability to inspire a team
- Strong people management skills
- Strong relationship building skills with the ability to connect with people and influence
- Excellent design skills, with the ability to embed and transfer knowledge
- Excellent facilitation skills, able to facilitate co-design processes
- Excellent verbal and written communicator; able to explain, persuade and influence varied stakeholders
- Significant knowledge of youth work, youth development and outdoor learning
- Research knowledge, particularly user research
- Excellent problem solving skills, finding creative solutions to complex problems
- Knowledge of effective learning approaches for young people and adults
- Knowledge of the UK grant making landscape
- Knowledge of accreditation and qualifications frameworks (desirable but not essential)
- Good knowledge of the possibilities of digital (desirable, not essential)
- Youth work qualifications (desirable, not essential)
- Understanding of systems change methodologies (desirable but not essential)

Personal qualities

- Inclusive, collaborative and approachable leader
- Inspiring, motivating and articulate communicator
- Very motivated self-starter
- Creative thinker, with the ability to challenge and disruptive in a constructive and positive way
- Confident making big decisions to design solutions to have a positive impact on young people
- Flexible, with the ability to manage multiple workloads

This post is subject to receipt of two satisfactory references, an enhanced DBS check, and right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.