

Job Description: Design Manager

Duration: Permanent

Salary: £39,517

Location: Hybrid working. London Office (Victoria) / Remote Working

Reporting to: Head of Design

Department: Impact

Purpose of the job

This role will lead design projects to shape UK Youth's support to young people and professionals working with young people. This could include structured youth work programmes, grant funds, professional development programmes, and campaigns.

You will be confident in taking a human-centred-design approach to tackle some of the youth sector's knottiest problems. You will help to improve the skills and confidence of colleagues across UK Youth to apply design methods in their own work.

In 2024, our priority topics for youth work programmes and network development are: mental health, employability, youth social action, outdoor learning and physical literacy.

You will work closely the research, evaluation, policy, service delivery, network development, and fundraising teams. You will meaningfully involve young people and the professionals who support them in the design process.

You will design solutions to important problems, ensuring that they are feasible, equitable, and impactful.

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 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 with research and evaluation colleagues to identify the needs and preferences of young people and the professionals who support them through the sourcing and development of high-quality evidence.
- Manage the end-to-end design of programmes, service models, campaigns, youth and workforce development content and other interventions, through collaboration with multiple stakeholders and users.
- Facilitate workshops and design sprints to rapidly design, test, and iterate prototypes.
- Work in the open throughout the design process, demonstrating progress and process through visualisations, presentations, and reports.
- Support the Head of Design to ensure that UK Youth takes an inclusive design approach and that all of our activities promote equity and anti-oppression in the youth sector.
- Create opportunities for young people play a strong leadership role across our work.

Embedding Human Centred Design

- Support to the continual development of UK Youth's approach to Human Centred Design.
- Deliver training and capability building relating to design methods and mindsets to teams across the charity and to partners in the youth sector.
- Remain engaged and respond to the latest developments and methodological innovations in user-centred design and trends in the youth and outdoor learning sectors.
- Work with non-designers through the design process, ensuring the design process is accessible to stakeholders and users.

Cross Functional Working

- Work closely with internal functions including Network Delivery and Outdoor Learning Departments to ensure the products and programmes designed are feasible to deliver.
- Work closely with the External Relations function to develop attractive multi-funder propositions, including helping to develop budgets for new work in line with the charity's financial model and fundraising priorities.
- Work closely with Network Delivery; supporting the mobilisation of newly funded initiatives to ensure that programme content and user journeys are of a high quality.
- Collaborate with colleagues from research & evaluation teams to ensure that new solutions are robustly evaluated and insights are disseminated effectively.

Operations

- Deputise for the Head of Design and work closely with colleagues to cover for each other as required.
- Operate within the agreed business plan and budget to ensure that departmental targets are met.
- Support the Head of Design to manage budgets for design processes and report on these in accordance with project, funder, and organisational financial management requirements.
- Help to procure and contract manage freelancers and consultancy support, where appropriate.
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Manager 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. Managers will also be able to fulfil the below 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 promotes and embeds understanding of equity, diversity and an inclusive culture.
- Able to provide detailed feedback to direct reports on performance and development areas.
- Able to mentor and develop skills in others.
- Able to support others to learn from mistakes and support wellbeing.
- Able to delegate work effectively and provide practical support.

Person Specification: Design Manager

Experience

- Experience of leading the design of interventions (digital and/or physical) for young people and/or those who support them.
- Experience of developing proposals to time-limited funding opportunities, including the development of theories of change, project budgets and proposal narratives.
- Experience of managing projects across the end-to-end design process; using human-centred-design methods and mindsets.

- Experience of developing high quality youth work programme content and curricula for young people, youth workers and/or outdoor learning instructors (desirable).
- Experience of designing and delivering professional development programmes (desirable).
- Experience of people management (desirable).

Knowledge, skills and understanding

- Good service design skills, with the ability to embed and transfer knowledge.
- Understanding and empathy of the current issues facing young people.
- Good project management skills, with the ability to coordinate multiple stakeholders across complex design processes.
- Relationship building skills, with the ability to connect with diverse groups of people.
- Good facilitation skills, able to facilitate co-design workshops.
- Excellent verbal and written communicator; able to explain, persuade and influence varied stakeholders.
- Knowledge of youth work, youth development and outdoor learning.
- Problem solving skills, finding creative solutions to complex problems.
- Knowledge of a range of user research methods.
- Knowledge of effective learning approaches for young people and adults (desirable).
- Knowledge of the UK grant making landscape (desirable).
- Knowledge of accreditation and qualifications frameworks (desirable).
- Youth work qualification at Level 3 or above (desirable).
- Understanding of systems change methodologies (desirable).

Personal qualities

- Inclusive, collaborative and approachable.
- Inspiring, motivating and articulate communicator.
- Motivated self-starter.
- Creative thinker, with the ability to challenge and disruptive in a constructive and positive way.
- Flexible, with the ability to manage multiple workloads.
- Excited by systems change rather than systems improvement.

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.