

## Service Designer (experienced, full time)

### Job Description

**Title:** Service Designer (Full Time)

**Function:** Research, Design, Innovation, Interaction

**Reports to:** Programme Manager

**Salary:** £30k to £32k per annum FTE depending on experience

**Contract:** Full time and initially fixed term to 31 Oct 2019

**Office:** FutureEverything Office, BASE, Manchester,

**Office Hours:** Mon - Fri Flexitime between 8am and 6pm (40 hours per week)

**Application Deadline:** Thursday 3rd August, 09:00am

**Application Process:** Please submit your CV and a covering letter to [opportunities@futureeverything.org](mailto:opportunities@futureeverything.org)

**Interview Dates:** 8th/9th August TBC

FutureEverything has experienced a year of exciting growth and development. It is recruiting new roles to deliver its two most ambitious projects to date, in IoT/smart cities and community platforms, CityVerve (InnovateUK) and The GROW Observatory (EC Horizon 2020). You will be joining FutureEverything at an exciting time of change in the company, where you'll not only be working on international projects, but will be shaping the strategy and business for the next 5 years and more.

We're looking for a talented Service Designer to work collaboratively with our team on developing services and businesses that have the potential to transform the impact of large scale technology projects on people's life. Applying the tools and methodology of design thinking processes, to framing complex problems, and finding desirable, feasible and viable solutions for the people likely to be affected by the outcomes of that solution.

This is a unique opportunity to participate in ambitious projects that aim at change the landscape of a number of different ecosystems. The challenges we are involved are in at the cutting edge of Art, Design, Technology and Community. The role will focus in the intersection of these areas and will have the freedom to experiment and think big, both in the UK and abroad.  
Now, how many jobs can offer that?

The successful candidate will demonstrate a solid track record of having implemented Human Centred Design processes for both innovation projects and digital product development. They will have demonstrable design competencies and experience in areas such as User Experience and Participatory Design. They need to be comfortable with project and stakeholder management, as well as managing contractors. They need to be capable of working with diverse stakeholders, have strong facilitation and visual skills and able to cope with a high pace of work.

Service Design will be applied across FutureEverything in three key areas:

1. To implement community driven Human Centred Design in Smart Cities projects
2. To create innovative business solutions
3. To design and deliver Service Design workshops to meet defined objectives

The role will focus on delivering digital products and services in various projects with a large ranges of scales. We are looking for candidates who are proactive and are capable of taking ownership of the design process across FutureEverything's portfolio.

The successful candidate will be joining a team that is receptive to new ideas and methodologies. FutureEverything is currently redefining its mission, values and business strategy and the successful candidate will be key to helping shape future opportunities.

### **Main Purpose**

The immediate focus is to lead Service Design in the GROW Observatory project, and ongoing service design and innovation workshops with other clients. The role will also support the implementation of community engagement in the CityVerve project. This entails delivering participatory and user centred design methods, and leading service and product innovation processes. The ideal candidate will be comfortable with digital processes, will understand web design and development and have an understanding of technology trends.

### **Experience and skills**

- Take ownership of the company's portfolio of participatory and user centred design methods
- Delivery focussed, continually grounding and implementing design expertise across FutureEverything projects.
- Be able to work quickly and deliver.
- Familiar with an agile environment and help implement agile processes across the organization.
- Know how to interpret, deliver and facilitate the different user research phases.
- Being comfortable advocating and implementing the human-centred design process across the organisation.
- Know how to remove complexity from processes, products and services
- Be able to sketch and prototype on paper (HTML knowledge is a plus)
- Digital content writing skills
- Assess a service and give constructive feedback
- Able to lead a workshop and be comfortable dealing with different levels of understanding of the design process. Be able to explain ideas in a way that other people understand
- Explain design decisions and be able to represent idea to clients (visual design skills are desirable)
- Develop, document and validate a toolkit of design methods and tools for use in workshops and innovation projects.
- Confident to influence different decision makers within and outside FutureEverything about different and more efficient approaches
- Work closely with developers
- Develop qualitative and quantitative evaluation and reporting methods.
- Develop and lead design strategy and briefs.
- Write briefs, commission and manage external designers, researchers and suppliers

### **Ideal candidate profile**

- Extensive sectoral experience, with design expertise demonstrated through a portfolio of high quality interdisciplinary projects.
- Strong client / partnership management skills. A diplomatic and empathetic individual, who understands the delicate balance between client requirements and the user needs.
- A pragmatist, with a strong eye for detail, unwavering aesthetic standards, and visual skills.
- Excellent writing skills.
- An outstanding track record delivering innovation and design focussed projects.



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- Experience of the unique management requirements of workshops and events.
- A highly communicative individual, personable and people focussed, with a strong appreciation of complex project dynamics.
- Ability to translate technical jargon into simple, accessible language.
- Happy to take a collaborative approach on workshop design and facilitation.
- Flexible approach to project delivery.

### **Company Overview & Position**

FutureEverything has experienced a year of exciting growth and development. The new roles will help deliver service design for several ambitious projects and shape the direction for another 20 years at the forefront of digital innovation.

In 1995, FutureEverything was established with the vision to give rise together to a truly participatory culture and society. Over 20 years it has participated in and shaped the emergence of a digital culture. FutureEverything led the development of a city data ecosystem in Manchester, and supports the development of innovative services using data, by businesses, city officials, scientists, citizens and designers.

CityVerve is the UK's IoT Smart City Demonstrator, a large scale project funded by InnovateUK that aims to make Manchester a world leader in 'Smart City' and 'Internet of Things' technology. This is all about transforming the way we work, rest and play in a digital age. The Internet of Things adds sensors and data analysis to equipment like streetlamps, vehicles or home heating equipment, to develop innovative services to improve people's lives. FutureEverything is leading on introducing participatory and user centred design, citizen inclusion, and art, to the project.

The GROW Observatory will mobilise people across Europe to capture data and develop new knowledge on growing, soil and land, and to solve a major challenge for space science by helping to validate soil moisture data for the latest generation of European Space Agency satellites. FutureEverything is leading the innovation programme to develop services using citizen contributed and satellite data.

FAULT LINES will support the creation of new works by artists which contribute to the dialogue between technology, innovation, culture and society. The programme will encourage work across artforms and sectors, exploring specifically how artists can have an impact on innovation in the technology sector.

We are a non-profit Community Interest Company based in the Science Park in the central University district. The Company delivers an environment for talented professionals to grow and thrive, and is governed by a high profile and committed Board, led by Chair, Vikas Shah. It is highly active in European and International cultural and innovation networks, it is a Node of the Open Data Institute, and works regularly with the Catapults in the UK. Funding partners include InnovateUK, European Commission Horizon 2020, Manchester City Council and it is a National Portfolio Organisation of Arts Council England.