

Experience Design and Research Lead

[Important: This document contains *template text* that is highlighted and set off by brackets. You should review and revise all the template text. The template text is in both the headings and in the body of the job listing.]

[In some cases, the template text tells you what to fill in. In other cases, it provides default content that you may want to revise. You should tailor this description to your organization and the role you want to hire.]

About the Role

Are you interested in [solving meaningful problems and transforming public services for constituents]? [Your organization or secretariat] is hiring an **Experience Design and Research Lead** to reimagine the [topic] experience. In this role, you'll [brief headline about what this person would focus on]. [Optional "so what" sentence explaining why this work matters].

About [organization]

[Provide a summary of your organization to help applicants understand the context for the role.]

What you'll do

You'll join [team] and work on [brief summary of projects or initiatives this role will work on. It should introduce the bullets below.]

Responsibilities

- Lead the **design and implementation** of government services
- **Grow our design and research** capabilities. Coach and mentor others. Lead hiring efforts.
- **Drive change within a complex ecosystem.** Understand how roles, systems, and policies impact service delivery.
- **Engage constituents and service providers** to understand their needs, map their experiences, and solve problems
- **Partner with stakeholders** to understand policies, technology systems, business needs, and other constraints
- **Create a human-centered roadmap** that help us go from vision to implementation. Lead planning and provide strategic guidance for key initiatives.
- **Create compelling design artifacts** to drive shared understanding and action (future state concepts, journey maps, service blueprints, etc.)
- **Advocate** for human-centered design and research. Help us change how we work and serve constituents.

- [Add any additional responsibilities that are critical for your work and remove any that don't fit your context]

Preferred Knowledge and Skills

- 8+ years of professional experience in product and service design and 5+ years as a team lead
- 3+ years working on government services or in similarly complex spaces
- Track record of growing and leading high-performing design and research teams
- Strong coaching and mentorship skills
- Enthusiastic about solving problems facing public-sector agencies
- Flexibility and patience in navigating highly regulated environments and complex stakeholder dynamics
- Deep understanding of all facets of human-centered design
- Outstanding expertise in 2 or more essential experience design and research skills (e.g., service design and interaction design)
- Strong expertise in and commitment to accessible, inclusive, and equitable design
- Outstanding communication and storytelling skills
- [Add any additional preferred skills and remove any that don't fit your context]