

# Lead Interaction Designer

[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 a **Lead Interaction Designer** to [reimagine what interacting with government products and services should be like]. This role will primarily work on [brief headline about what this person would focus on]. [Optional “so what” sentence explaining why this work matters].

This position is a [describe the role, e.g. “full-time”, “contract”] role. The work schedule is [describe requirements, e.g. “Monday through Friday, 9 a.m.-5 p.m. eastern time, in a hybrid arrangement, with one day per week spent at the primary work location in Boston.”]

## About [organization]

[Provide a summary of your organization to help applicants understand the role’s 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

- **Envision experience architectures** that result in great products and services
- **Collaborate with [researchers, engineers, and product managers]** to design, test, and iterate on [digital experiences]
- **Lead design work** on key workstreams
- Create **design artifacts and prototypes** to enable your team to evaluate and refine its designs.
- Help **grow our design practice**: Define best practices, mentor others, lead design critiques.
- Help us **define our strategy for constituent experiences** and contribute to our roadmap
- [Implement and contribute to the **Commonwealth Design System**, a pattern library for accelerating design and development]
- [Add any additional responsibilities that are critical for your work and remove any that don’t fit your context]

## We'd love to hear from you if you have

- 8-10 years of experience in digital product and service design
- 5+ years working as a lead designer in agile development environments
- 3+ plus years in government or similar organizational environments
- Outstanding mentoring skills and experience building design practices
- Enthusiastic about solving problems facing public-sector agencies and promoting access to services
- Strong system thinking and skill in experience architecture and interaction design
- An in-depth understanding of human-centered design
- Experience working with and contributing to design systems and pattern/asset libraries
- Strong expertise in accessible design
- Strong communication and consulting skills
- [Add any additional preferred skills and remove any that don't fit your context]