

# Lead Service 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 Service Designer** to help build products and services that [for millions of constituents]. This role will primarily work on [brief headline about what this person would focus on]. [Optional “so what” sentence explaining why this work matters].

We need a systems thinker who thrives on understanding people and complex services. You'll work on making constituents' journeys streamlined and harmonious, and [you'll improve how we plan and organize a service that involves multiple organizations, websites, processes, and long timelines].

This position is a [describe the role, e.g. “full-time”, “contract”] role. The work schedule is [describe requirements, e.g. “Monday through Friday, 9:00AM to 5:00PM EST, 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 end-to-end experiences** that blend digital and in-person touchpoints. Design, test, and refine.
- Find ways to **transform service delivery** to improve the experiences of our constituents.
- Create **service design artifacts** (e.g. customer journey maps, scenarios, experience models, narratives, etc.) to help the team understand constituent experiences
- **Collaborate** with experience designers, researchers, engineers, product managers, service providers, and constituents.
- **Contribute to roadmap development** and help us develop an experience strategy

- Help us grow our **service design practice**: Define best practices, mentor others, and facilitate learning
- Encourage people you collaborate with to adopt a **constituent-centered mindset**
- [Add any additional responsibilities that are critical for your work and remove any that don't fit your context]

## Preferred Knowledge and Skills

- 8-10 years of professional experience in service design and digital product design
- 5+plus years of experience as a lead service designer in agile development environments
- 3+ plus years of experience in complex government environments (or something similar)
- Enthusiastic about solving problems facing public-sector organizations
- Deep expertise in service design, experience research, and experience/design strategy
- Outstanding facilitation and consultation skills
- Strong system thinking skills
- Deep understanding of human-centered design
- Strong expertise in and commitment to accessible, inclusive, design
- Outstanding coaching and mentorship skills
- Outstanding communication and storytelling skills
- [Add any additional preferred skills and remove any that don't fit your context]