



Job Title:	Interaction Designer
Function:	Corporate Development
Job Field:	Delivery and Service Design

Job Purpose

This key role will make an important and significant contribution to achieving the Council's ambition to deliver better, faster solutions for less, around the needs of users. The Interaction Designer will lead on developing new ways for users to interact with Council services and design detailed user interfaces, flows and interactions that work across different channels, devices, browsers and platforms.

This technically skilled role will draw upon extensive professional experience to ensure the organisation understands the importance of interaction and content design and apply specialist skills in areas such as layout and typography to create and prototype interactions that are accessible and intuitive for users.

The role will engage services and policy areas from the wider organisation and system, leading change across a range of stakeholders to ensure a user focused approach in the design of interactions with citizens and leading on the successful delivery of products into live environments.

Service/Functional Accountabilities

1. Responsible for leading on user-centred design within the organisation and proactively contributes to the team's open working practices and behaviours.
2. Responsible for developing influential relationships with executive, senior and operational stakeholders, across ECC and the wider system, to understand their needs and influence a user-centred design approach.
3. Responsible for seeking out opportunities for change and improvement, and to engage services to work in 'smarter', more focused ways.
4. Responsible for scoping, planning and running collaborative projects to understand user needs and design user-centred interfaces and transaction flows.
5. Responsible for leading colleagues from across the organisation through a design process to build an empathetic understanding of user need and behaviours.
6. Responsible for using quantitative and qualitative data to make decisions about

user needs and provide a persuasive case to influence stakeholders and senior decision makers.

7. Responsible for working with user researchers and front-end developers to create, iterate and communicate workable prototypes.
 8. Responsible for effectively communicating ideas, explaining design decisions and building consensus with stakeholders including senior decision makers.
 9. Responsible for identifying service patterns and contributes to design patterns and standards.
 10. Responsible for keeping up to date with new ways of working and applying best practice approaches in interaction design and skills transfer across the wider team and profession.
-

Skills, Knowledge and Experience

1. A degree level qualification in design or equivalent by experience.
 2. Evidence of continuing professional development and expert knowledge in relevant professional area.
 3. Experience of working at pace using agile methods to understand user behaviour.
 4. Experience of designing and successfully delivering accessible, secure, responsive user interfaces in a large and complex organisation.
 5. Experience of effectively managing relationships with stakeholders including influencing and challenging decisions that don't meet user need.
 6. Proven ability of using analytics tools to define and improve user journeys and guide decision making.
 7. Proven ability of creating sketches and workable prototypes including using front-end web technologies (e.g. CSS/Sass, HTML/Mani, Javascript/Jquery).
 8. An understanding of how to apply Government Service Standards and the ability to work with standards including Accessibility regulations
-