LANCASHIRE WOMEN are hiring

Our vision
Where all women and girls in Lancashire are valued and treated as equals.

Our mission
To empower women and girls to be able to transform their lives by bringing them together to
• find their voice
• share experiences and understanding
• develop their knowledge and skills
• challenge stereotypes and misconceptions about them

...so that they can have choices in becoming the individuals they want to be.

Service Designer
About us

Operating for over thirty years, Lancashire Women (LW) provide a network of five female only centres to provide safe, dedicated female only space for women across the county. We provide a ‘One Stop Shop Service’ for women, bringing together a range of services under one roof, designed to support women who at any one time may be facing a range of issues including social isolation and exclusion, homelessness, poverty, mental ill health, or offending behaviour.

Our services are available to all women, but in particular we work with those who find themselves in situations which can increase their vulnerability or place them at significant risk of harm - and who are often facing multiple and complex needs. Following a period of significant growth, we are looking ahead to ensure that our services continue to meet women’s needs and retain women’s voices and experiences at the heart of their design.

Whilst our delivery draws upon three decades of practical experience in supporting women - and is an approach recognised nationally for its effectiveness and impact - we are working hard to ensure that we continue to innovate in our use of knowledge, data, resources, collaboration and service design techniques to allow us to develop the most effective services for women and girls in our community.

Our values

- **Empowering**: we work to build on the strengths that all women & girls have so that they can become more confident, especially in controlling their own life and claiming their rights.

- **Non judgemental**: we accept each woman exactly as they are and genuinely make no moral judgement about their situation.

- **Honest**: we try to be real with all the women & girls we work with so they can have choices about their lives knowing that they will need courage to make changes that will benefit them and those around them.

- **Creative**: in our approach to supporting women & girls and seeking solutions with them for the challenges they face.

- **Collaborative**: we know we learn more and can achieve more when we work together.

Overview of the role

This project will play a key role in transformation of the Lancashire Women’s digital proposition recognising the significant role that digital can - and should - have in helping us work towards our mission, and becoming embedded as a fundamental part of our core strategy. In particular helping us to reach women at an earlier point in their journey, before women hit crisis point or their needs become entrenched, supporting our work to develop an effective early action and preventative support offer for women in Lancashire, and which could be shared with others working in this arena.
Main duties

As an experienced Service Designer you will take an agile, creative and reflective approach, working with staff, volunteers and service users and partners to understand the needs of the women we support and how they interact with the services we offer.

Key Responsibilities

• Understand user needs and identify where separate interactions with LW should act as one service that meets those needs.
• Arrange these separate interactions into rational user journeys within that service.
• Look for commonalities across services where products could be developed.
• Understand the existing supporting system of a service and design targeted improvements to that system to accommodate the new service – both digital and process based.
• Create and rapidly iterate service prototypes.
• Identify and design new service patterns and standards.
• Collaborate with Digital Product Manager and external developers to turn insight into action.

General Responsibilities

• To work flexibly as and when required and to support other team members as needed.
• To work within the policies and procedures of Lancashire Women and uphold this ethos at all times.

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general
About you

- Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales.
- The promotion of equality of opportunity and good working relations.

Your knowledge, training and experience

- Experience/qualifications in Service Design.
- A team player who can work with colleagues across departments and with external stakeholders.
- Interpersonal skills with a solution focused approach.
- Ability to prioritise workload and ask for guidance when needed.
- IT skills including Microsoft Office.
- Be able to sketch and prototype on paper and in HTML.
- Be able to work quickly in an agile environment.
- Be able to explain ideas in a way that other people understand.
- Welcome constructive criticism of their work and be able to constructively review the work of others.
- Know how to interpret user research.
- Understand how form and function work together.
- Know how to remove complexity from services.
- Collaborate on designs with a designer/developer, understanding and adapting requirements.
- Engage the whole multidisciplinary team with the design process.
- Ability to Lead a workshop/session.
- Acute problem solver.
- Friendly and professional.
HOW you can apply...

Further details about the role & to complete the application form can be found on our website lancashirewomen.org/careers/careers.

If you’d like an informal discussion about the role prior to applying please email us at Recruitment@lancashirewomen.org

Closing Date: 2

Friday 12th July 2019 at 5pm

Interviews Thursday 18th July 2019

WHY we are great to work for...

- A chance to work in a rewarding, ethical and agile environment where every day you are really making a difference to the lives of women and girls.
- Employer Pension Scheme.
- Flexible working / work life balance.
- Childcare vouchers.
- Be involved in an organisation which put service users and co design at the centre of all we do.

More Information

Band D - £28,431 - £29,269 per annum
3 years fixed contract
Lancashire (Base Flexible)
37 hours per week

We have big plans and there will be challenges along the way.

Do you have the energy, knowledge and creativity to meet those challenges?