

<b>Location:</b>	Hybrid / Birmingham
<b>Type:</b>	Permanent
<b>Department:</b>	Information Technology & Digital Services
<b>Reporting to:</b>	Head of IT & Digital Programmes
<b>Line management:</b>	Up to 4 staff
<b>Salary (grade GR6):</b>	Up to £57,056

### About Birmingham City Council

Birmingham City Council is Europe's largest local government. Our 12,000 staff look after over 1.1m citizens and 40,000 businesses - striving to offer the best services we can to improve people's lives. With the Commonwealth Games 2022 ahead of us and a new Digital Strategy setting out our bold ambitions for the next 3 years and beyond, Birmingham City Council is transforming and committed to be a place that uses the best of data, digital and technology so that we can respond even better to the changing needs and expectations of our citizens and businesses.

### About IT and Digital Services

We are a multidisciplinary team of around 340 people at the heart of transforming public services for the UK's second largest city. We create, develop, deliver and operate an exceptionally diverse range of services that have a direct impact on our residents' lives everyday.

Our work is central to transforming the way the organisation delivers services with an increased focus on digital and agile delivery. We aspire to lead the way in becoming a truly digital organisation, working across multidisciplinary teams to design services that meet the needs of our users, using innovative delivery methods and delivering quality solutions at pace in iterative cycles enabling a positive difference to our staff and all those that access city council services. **Read our blog** <https://birmingham.localgov.blog/>

### Your role

As a **Lead UX Designer** you will:

- work with service managers and programme directors to develop design concepts
- set direction and assure the quality of design delivery across teams
- lead multiple or highly complex services

### What essential skills and experience are we looking for?

#### *Agile working*

Experience of coaching and leading teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a project. You can think of new and innovative ways of working to achieve the right outcomes. You are able to act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team.

<i>Communication skills</i>	You can mediate between people and mend relationships, communicating with stakeholders at all levels. You know how to manage stakeholders' expectations and facilitate discussions across high risk and complexity or under constrained timescales. You can speak on behalf of and represent the community to large audiences inside and outside of government.
<i>Community collaboration</i>	You know how to work collaboratively within a group, actively networking with others and varying feedback for the appropriate time to ensure the discussion sticks. You can use your initiative to identify problems or issues in the team dynamic and rectify them. You can pull out issues through agile health-checks with the team to provoke the right responses.
<i>Digital perspective</i>	You have the ability to apply a digital understanding to your work. You can identify and implement solutions for assisted digital.
<i>Evidence- and context-based design</i>	You know how to design systems for use across multiple services and can identify the simplest approach out of a variety of approaches.
<i>Experience of working within constraints</i>	You can work with and challenge senior stakeholders. You know how to prioritise and mitigate constraints and can turn them into an advantage. You can adapt the approach depending on the constraints.
<i>Leadership and guidance</i>	You can change organisational structures to fixable and sustainable designs. You know how to lead on the strategy for the whole organisation, marrying business needs with innovative analysis. You can make and justify decisions characterised by high levels of risk, impact and complexity. You know how to build consensus between organisations (private or public) or highly independent and diverse stakeholders. You can solve and unblock issues between teams or departments at the highest level. You understand the psychology of a team and have strong mediation skills. You can coach the organisation on team dynamics and conflict resolution.
<i>Prototyping in code</i>	You know how to create and validate a dynamic prototype.
<i>Prototyping</i>	You are experienced in using a variety of methods of prototyping. You know how to share best practice and can coach others. You can look at strategic service design end to end.
<i>Strategic thinking</i>	You can lead the design and implementation of strategy, directing the evaluation of strategies and policies to ensure business requirements are being met.
<i>User focus</i>	You know how to give direction on which tools or methods to use. You are experienced in meeting the needs of users across a variety of channels. You can bring insight and expertise in how user needs have changed over time to ensure these are met by the business. You know how to apply strategic thinking in how to provide the best service for the end user.

### **What we offer**

#### **You'll have the opportunity to:**

- Build up your career, gain new skills and experience across a breadth of 250 services
- Help build up communities of practice in your area of expertise

- Shape and re-imagine the way services are delivered as we build the digital council of the future

**We'll support you with:**

- An environment that values curiosity, collaboration and working in the open
- An engaged and supportive leadership with a clear vision
- Tailored training opportunities to help you progress
- An inclusive place committed to reflecting the public we serve

**You'll get a range of benefits designed to promote a great work/life balance:**

- Generous pension scheme with an average employer contribution of 24.4%
- 29 days paid annual leave and an additional 8 bank holidays.
- Hybrid working and flexible working patterns
- Family-friendly policies including job share and part time
- Subsidised travel passes
- Staff discount schemes with many local businesses
- Tusker car scheme
- Employee health and wellbeing support
- Occupational Health support including a confidential counselling service

Birmingham City Council is an accredited **Investor in People**.

If you're interested in the job send us your CV and supporting statement using the [form on our blog](#).

Visit our blog <https://birmingham.localgov.blog/>

Follow us on twitter [@digibrum](#)

Linkedin: <https://www.linkedin.com/showcase/digital-and-customer-services>

If you have any questions, please contact [digital@birmingham.gov.uk](mailto:digital@birmingham.gov.uk) clearly quoting the job title in the subject field.