

# Service Designer

## SCHEDULE OF DUTIES

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### *Purpose*

Service Delivery and Operations are now approaching Phase 2 of a significant transformation for delivering reimagined services to our customers. Te Ara Manaaki, a temporary business unit within DIA accountable for this change has been established and will be disbanded when the programme concludes or funding ends. To meet the requirements of Te Ara Manaaki, this role is required on a fixed term basis to the 27 October 2023.

### *Role*

The Service Designer is an integral role with the Design team, Te Ara Manaaki. This role plays a key part in designing and delivering customer-centred service improvements and changes across the Service Delivery and Operations and brings and develops ideas for customer-experience and service improvement.

### *Responsibilities*

You will work closely with other Service Designers and the wider integrated design team to understand the needs of our staff and our customers. This includes user research and testing to understand business needs, problems and opportunities. You will contribute to:

- working as part of a multi-functional team to design, develop and implement customer experience improvements and changes to services
- identifying, leading or contributing to service and customer experience improvement and development initiatives for customers and our people
- apply project methodology, design and change management practices when implementing product and service changes
- delivering evidence-based service design – to inform decision-making and make sure services are designed and developed around the needs of people who use them
- identifying and using insights to develop innovative services by conducting research or usability testing with customers and staff
- effectively communicate and discuss solutions and options with key stakeholders

Familiarity with:

- UX and UI design for digital services
- New Zealand Government web standards (accessibility and usability)
- Project Management methodologies such as Agile and Prince2