POSITION DESCRIPTION

General Information:	
Position Title:	**ECEC Strategic Designer**
Incumbent:	**N/A**
Function & Team/Program:	**Policy & Programs: Policy, Practice and Analytics: Program Innovation Lab**
Location(s):	**Sydney or Melbourne**
Manager's Position Title:	**Design Lead**
Manager's Name:	**Rob Pfeiffer**
Date Prepared:	**February 2020**
Prepared By:	**Rob Pfeiffer**
Approved By:	**Christine Hunt**

Primary Purpose of this Position *(In one sentence - why does the role exist?)*

This is a role in The Smith Family situated within the Program Innovation Lab. The intent is to lead end to end design processes within the context of program designs/enhancements or strategies.

Scope:

Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
Nil	Nil

Financial Dimensions controlled by this Position *(Include key financial metrics such as revenue growth, income & expense budget, etc)*

Direct control	Indirect control
• Nil	• Travel • Operational design costs

Other Dimensions of this Position

e.g. Number of programs, site responsibility, geographic spread of team
Flexible location (either Sydney or Melbourne). Need to work across a range or urban and regional sites nationally. Will require domestic travel.

Setting Priorities *(how is work prioritised)*

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Annual planning in consultation with Manager. Monthly review and adjust against work plan. Weekly and daily adjustment of priorities.
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	As required

Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*

Internal	• Design Lead, Program Innovation Lab • ECEC Access Strategy Project Manager

	• National Manager, Policy, Practice and Analytics • National Manager, Program Quality and Implementation • Executive Team • Team Leaders • Program Coordinators • Regional Programs Managers • Program Analytics and Reporting • Policy Managers and Analysts • Implementation Managers and Analysts • Training Manager • Volunteering teams • Partnership Managers
External	• Agreed partner services • End users of services • Innovation facilitators/consultants/mentors etc • Universities • ECEC Peak Agencies

Key Decision Making in this Role: *(What are the key decisions and recommendations made in this role?)*

Decisions Expected
- Project planning and phasing
- Prioritising own work
- Identifying and notifying when key risks become apparent, including:
    - Timelines
    - Program Policy and implementation
    - Program fidelity
    - Data integrity

Recommendations Expected
- Adjustment to timelines and processes to respond to contextual factors inhibiting delivery of projects
- Adjustment to projects and content in response to delivery effectiveness
- Identification and advice of risks to set budget

Key Responsibilities / Accountabilities:

Major Area: Strategic Program Design % of Job Total: 100%

Lead end to end design processes to develop a range of strategies to increase preschool attendance.

Engaging and developing relationship with people from a diverse range of background including Aboriginal and Torres Strait Islander people, people from non-English speaking backgrounds, and people experiencing financial hardship.

Use appropriate research methodology, tools, and protocols to conduct user-centred research, including but not limited to; co-design workshops, semi-structured interviews, contextual observations, usability testing, focus groups (Primary user groups include; young people and their families)

Collaborate with a cross-functional teams and design team members on all phases of the design lifecycle. Including planning and facilitation of workshops (e.g. ideation, prototyping, business models) and delivering of quality documentation to progress and inform decision making.

Synthesise complex data to inform focus problem areas and potential solutions

Take a user-centred design / human-centred design approach and rapidly test and iterate your designs.

Evaluate solutions using innovation frameworks (desirable, feasible and viable) to ensure they align with the organisational strategies and outcomes.

Effectively communicate design processes and final recommendations with senior leadership using mixed communication modalities.

Ensure timely and high quality delivery of program development milestones and KPIs

Monitor and report on activity and progress against project plan

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- Designing desirable, feasible and viable solutions in a complex environment
- Diverse range of stakeholders to engage with and input into program design and strategies
- Availability of robust, quality and useful data to inform and assess designs and strategies
- Working in an organisation that is in the early stages of adopting innovative ways of working

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

Education / Qualifications / Memberships:	**Essential**	**Desirable**
	• Tertiary or equivalent qualifications in a relevant discipline	• Post graduate qualifications

	Essential	**Desirable**
Experience:	• Use of contemporary innovation methodologies including human-centred design, lean start up and agile. • Leading human-centred design processes through user research, ideation, prototyping, and testing. • Working in service, program or strategy design in a social impact setting. • Developing relationships and working with a diversity of stakeholders. • Demonstrated planning and project management skills. • Communicating complex information to a range of stakeholders including senior leadership to inform decision making. • Demonstrated experience communicating complex concepts and processes in accessible ways.	• Working with Aboriginal and Torres Strait Islander people communities. • Working with young people and / or the education industry. • Fostering innovative and creative thinking in a workplace setting.

	Essential	**Desirable**
Competencies:	• Ability to empathise with groups who are experiencing disadvantage. • Complex problem solving, systems thinking and analytical capability. • Experienced in facilitating diverse groups of people including young people. • Workshop facilitation. • Interview facilitation. • Financial modelling (beginner to intermediate) • Business modelling • Strong oral and written communication skills. • Capacity to manage multiple priorities and work in a flexible way. • Ability to work independently and as part of a team.	• Ability to use evaluation to guide practice and policy. • Social impact measurement.