Design Thinking Lead

As a design researcher at Ellis Jones you'll work with a multidisciplinary team of purpose-driven individuals to move people, and change the world for good.

— Work with leading organisations on social outcomes focused initiatives
— Apply your design research expertise to solving complex problems
— Support others to deepen their design expertise

Overview

Ellis Jones creates social impact through award-winning research, strategy, communications and design.

The Social Impact practice helps businesses, governments and not-for-profits better understand their customers and stakeholders, creating a clear, strategic pathway to achieve sustainable financial, social and environmental impact. We apply our research expertise, strategic frameworks, design thinking and measurement tools to help organisations deliver on their purpose, move people and change the world for good.

This is a full time role based in our Melbourne office. As a leader in the Social Impact (Research, Insights and Strategy) team, reporting to the Director of Social Impact, you will collaborate with all Ellis Jones practices on consulting projects for corporate, government and not-for-profit clients across all sectors, with a focus on health and ageing, disability, environment, the arts and justice.

We will support you with mentoring, on-the-job training, investment in credentialed training and in your attendance at events and in networks.

'Design thinking' at Ellis Jones means the design and implementation of human/user centred, non-linear, iterative design processes to deliver innovative thinking, models and experiences across all our practices:

— Strategic planning, including business/service models
— Behaviour change (internal and external)
— Campaigns, communications & brands
— Digital products, platforms and experiences

As Design Thinking Lead, you will lead the design component of client projects. You will:
— Scope, plan and lead design (including UX) research processes
— Design and facilitate co-design and user testing workshops
— Develop and use relevant frameworks, models and canvases (or other 'design as process' outcomes) relevant to client and project context
— Conduct rapid prototyping and testing of new client models, services, products or platforms (digital and analogue)
— Ideation and creativity; refinement and articulation of emergent theory and practice
— Define and activate Digital User Experience

Your outputs will include:
— Project design visualisation
— Design research delivery and reporting
— Workshops & co-design sessions, report and recommendations
— Audience personas / typologies / mindsets
— Future state blueprints / roadmaps
— Prototypes (service / product / platform)
— Information Architecture
— User Experience Direction

Your responsibilities

— Lead design research by tackling diverse research problems (from well-defined to the expansive and ambiguous) using established or innovative methods.
— Use a range of co-design techniques and resources to inspire engagement online and in person.
— Translate research learnings into practical policy, product or service deliverables;
— Contribute to Ellis Jones as a learning organisation, drawing on your specialist knowledge, including: developing conceptual/analytical frameworks, methods and tools needed for project design, data collection, analysis, synthesis and reporting; and, improving internal practices
— Collaborate with multidisciplinary teams to realise ways to transform research insights into action.
— Client and supplier relationship management – maintaining a positive relationship with clients and suppliers, proactively identifying opportunities and managing issues.
— Project management – including timeline, budget management and quality control.
— Lead and contribute to Ellis Jones marketing activities including generating content (blogs, social, collateral) and monitoring industry developments.
— Lead proposal responses in your areas of expertise and sector knowledge.
— Lead business development activities – including building and maintaining networks, seeking and attaining introductions with potential clients, finding opportunities to present at relevant conferences and meet ups, and growing contracts under management.
— Help clients understand how design thinking can be applied to solve problems, including by coaching.
— Stay aware of industry trends, including research and design models and practices, and their effective use.

About you

You have in-depth knowledge and experience in service, product and user experience design across a diversity of sectors. You seek to work on projects that create measurable shared value (financial, social, environmental outcomes), for clients tackling some of society's biggest challenges.

You excel in your ability to quickly understand and synthesise information (including qualitative data, community feedback, desktop research) as inputs to a design-led process to help clients solve complex problems. You uncover insights and mine them for strategic advantage. You have a natural flair for engagement, in person and in a virtual environment.

You naturally inspire people, showing them what the future can be, and helping them get there. You collaborate well to find the best ideas and solutions. You adapt your approach to managing and leading for each colleague and client. You'll be a supportive colleague to those around you, pitching in when they need a hand. Your clients are impressed by your thinking and presentation skills; you put their interests at the heart of your work, easily establishing relationships of trust.

Your experience, qualifications & skills:

— A strong social purpose evident in your work and life
— At least 6 years professional experience working in a design research or human centred design field, with minimum 3 years experience in a consulting environment
— Experience applying design solutions to solve business problems, including strategic pivoting or planning, improving customer and user experiences and co-designing products and services
— Ability to tailor research outputs and design communication to meet client needs
— Excellent client management, facilitation and communication skills
— Confidence presenting to and engaging with clients in a manner that inspires trust and support
— Outstanding writing, editing, and proofing skills applied in reports, copy, and proposals.
— A strong understanding of qualitative and quantitative research approaches, and a demonstrated ability to draw out actionable insights
— Project management skills – managing projects within budget, in terms of time and cost
— Strong software skills in MS Word, MS Excel, MS PowerPoint, Zoom, project management systems and collaboration platforms (e.g. Miro)
• Tertiary qualifications in research or design related field

To apply

If this sounds like you, please send your CV and a cover letter addressing your suitability for the role to info@ellisjones.com.au Applications without cover letters will not be considered.

Ellis Jones is committed to building a diverse workforce. We strongly encourage applications from Aboriginal and Torres Strait Islander people, people with disability, people from diverse cultural and linguistic backgrounds, people of all ages and LGBTIQ people