

# User Experience (UX) Designer (OSD Band 3/SEO)

Health and Safety Executive

Apply before 11:55 pm on Friday 4th March 2022

## Details

### Reference number

187100

### Salary

£39,334 - £45,865

1 x Permanent Position & 1 Fixed Term Position

### Grade

Senior Executive Officer

### Contract type

Permanent

Fixed Term

### Length of employment

25 Months

### Business area

HSE - Operational Services Division (OSD)

### Type of role

Digital

Project Delivery

### Working pattern

Flexible working, Full-time, Job share, Part-time

### Number of posts

2

## Location

East Midlands (region), East of England (region), North East (region), North West (region), Scotland, South East (region), South West (region), Wales, West Midlands (region), Yorkshire and the Humber (region)

## About the job

## **Summary**

Diverse perspectives and experiences are critical to our success and we welcome applications from all people from all backgrounds with the experience and skills needed to perform this role.

We look forward to receiving your application.

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

The Health and Safety Executive (HSE) is the independent regulator for work-related health and safety. Our purpose is to protect people and places – we save lives and we are highly regarded both nationally and internationally. The benefits that our work brings to business, workers and the UK economy are clear. Improved health and safety risk management protects workers and translates into reduced sickness absence, lower healthcare and welfare costs, and better productivity.

## **Why We're Recruiting**

HSE is maturing its approach to managing and delivering change to enable the delivery of our ambitious roadmap of transformation and we're building a team of change, project management and delivery professionals to support this work. We are leading on a number of cross government, multi agency programmes in addition to a series of internal transformational initiatives: from establishing a new Building Safety Regulator to a post EU exit Chemicals regulation regime. We're designing new digital services to transform the way we deliver services and regulate, enabling new operating models, and transitioning to agile methods of development and delivery.

## **The Team We're Building**

We're seeking a range of project managers, change and business improvement managers, business analysts and subject matter specialists to work alongside a wider community of delivery partners and operational teams. Delivery partners range from top tier consulting houses to SMEs focused on digital innovation. You will work alongside Digital, Data and Technology professionals as well as operational and subject matter experts from HSE divisions. We're seeking change agents who relish the opportunity to lead in a rapidly maturing environment.

## **Job Description**

The UX Designer will play a key role in defining, building and implementing the future service blueprint for future regulation services.

The UX Designer is responsible, at a project/programme level, for ensuring that the services that HSE delivers to its customers and stakeholders is user centric, insight driven and supports a coherent, consistent and compelling end-to-end experience. We are driving innovation and transforming our technology to deliver our vision, and you will play a key part in defining, building and implementing a range of new services. You will be a key liaison point, working with other teams across the organisation, to translate user needs into practical service designs. This role requires the interpersonal skills to establish professional credibility quickly, and the energy and drive to deliver collaborative change.

This is an exciting opportunity to help us lead, drive and deliver significant change across HSE, as part of a new and challenging transformation programme.

### **Responsibilities**

- Lead the development of a blue-print for a number of complex, inter-dependent and inter-related services, that will meet user's needs and business objectives.
- Engage with business, digital, technical and business improvement teams to develop the roadmap for the future service design, development and implementation.
- Ensure a coherent, consistent and compelling experience for external and internal service users, across the end-to-end and front-to-back customer journeys, and identify opportunities to interface with the rest of government.
- Collaborate with user researchers (UR) to agree key research activities that will inform service design and to prioritise customer needs using storyboards, journey maps and other tools.
- Create and rapidly iterate both digital and non-digital service prototypes, working with UR and UX to test with users.
- Ensure services are designed to GDS standards and will meet the GDS service assessments, actively participating in the service assessment process.
- Work with business improvement, customer insight, technology, and operations teams to ensure new services are designed and embedded with an iterative continual improvement approach.
- Promote the service design perspective in discussions with teams and stakeholders, providing coaching and training to develop an understanding and culture of user-centred design.
- Act as an ambassador for service design. Develop, translate and communicate service design principles, guidelines and best practice throughout HSE to build

knowledge and optimise service design delivery.

### **Experience – Essential:**

- Significant experience of leading service design to develop end-to-end government services through a variety of channels that are simple and straightforward to use and accessible
- Experience of using a range of tools and methodologies to design complex, inter-dependent and inter-related services that are ‘end-to-end’ and ‘front-to-back’.
- Experience solving design and research challenges through collaboration and user participation.
- Experience of taking products through GDS service standard assessments
- Experience introducing service design and agile ways of working practices, teams or organisations, including engaging with stakeholders of all levels of seniority

### **Experience - desirable**

- Experience of working within a complex, ideally regulatory, organisation.
- Web development skills (e.g. html, CSS, Php or Drupal)

### **Skills**

- Strategic thinking. You can lead the design and implementation of strategy, directing the evaluation of strategies and policies to ensure business requirements are being met.
- Leadership and guidance. You can make decisions characterised by medium levels of risk and complexity and recommend decisions as risk and complexity increase. You can build consensus between services or independent stakeholders. You can identify problems or issues in the team dynamic and rectify them. You engage in varying types of feedback choosing the right type at the appropriate time and ensuring the discussion and decision sticks. You can bring people together to form a motivated team and help create the right environment for a team to work in. You know how to facilitate the best team make-up depending on the situation.
- Communication skills. You can listen to the needs of technical and business stakeholders and interpret them in a way that is clear for both audiences. You know how to manage stakeholder expectations. You can be flexible, and you are

capable of proactive and reactive communication. You know how to facilitate difficult discussions within the team or with diverse senior stakeholders.

- Facilitating decisions and risks. You can work with higher impact or more complex risks. You know how to build consensus between services or independent stakeholders. You can lead others to make good design decisions. You know how to apply different risk methodologies in proportion to the risk in question.

- Agile working. You can identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. You know how to help the team to decide the best approach. You can help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP), price and scope.

## **Other Skills**

- Community collaboration. 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.

- Digital perspective. You have the ability to apply a digital understanding to your work. You can identify and implement solutions for assisted digital.

- Evidence- and context-based design. You know how to design systems for use across multiple services and can identify the simplest approach out of a variety of approaches.

- Experience of working within constraints. You can identify constraints and can communicate about these and work within them. You know how to challenge the validity of constraints. You can ensure standards are being met.

- Prototyping in code. You can create static HTML and CSS prototypes. You know how to code for different screen sizes. You can version and host a prototype.

- Prototyping. 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.

- User focus. 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.

## Behaviours

We'll assess you against these behaviours during the selection process:

- Seeing the Big Picture
- Working Together
- Communicating and Influencing
- Changing and Improving

## Benefits

- Learning and development tailored to your role
- An environment with flexible working options
- A culture encouraging inclusion and diversity

We invest in our people with;

- Competitive rates of pay
- Access to the highly competitive Civil Service Pension Scheme to which HSE contribute 27.1% far more than in the private sector
- Family friendly policies and working hours to help balance your home life and career
- 25 days annual holiday increasing to 30 days after 5 years' service, plus bank holidays and 1-day Civil Service privilege leave
- Parental leave benefits: Maternity, adoption or shared parental leave of up to 26 weeks full pay followed by 13 weeks statutory pay and a further 13 weeks unpaid, and paternity leave of 2 weeks full pay

## Things you need to know

### Security

Successful candidates must pass a disclosure and barring security check.

People working with government assets must complete [basic personnel security standard](#) checks.

### Selection process details

This vacancy is using [Success Profiles](#), and will assess your Behaviours and Experience.

We'll assess you on the following behaviours during the selection process:

- Seeing the Bigger Picture
- Working Together
- Communicating and Influencing
- Changing and Improving

This vacancy is using Success Profiles, and will assess your behaviours and experience.

The closing date for applications is Friday 4th March 2022 at 23.55pm.

The Sift will take place on 8th March 2022 and you will be assessed on your personal statement and CV which should outline how your experience meets the essential skills and criteria. We may contact you for an informal telephone conversation as part of the sifting process.

If you are successful at sift stage you will be invited to an interview which will be a blended approach of strength based questions and some behaviour based and technical skills questions as outlined above.

As part of your interview you'll be asked to deliver a 5-minute presentation to assess your technical skills, details of which will be sent with your invite to interview.

Interviews will take place 17th March 2022.

## **Useful Guidance**

Please access the following link for guidance on how to apply and how to complete a Statement of Suitability <https://www.civil-service-careers.gov.uk/how-to-apply/>

## **Further Information**

In regards to the FTA, existing Civil Servants and applicants from accredited NDPBs are eligible to apply, but will only be considered on loan basis (Civil Servants) or secondment (accredited NDPBs). Prior agreement to be released on a loan basis must be obtained before commencing the application process. In the case of Civil Servants, the terms of the loan will be agreed between the home and host department and the Civil Servant. This includes grade on return.

It is the candidate's responsibility to ensure they are aware of the terms and conditions they will adopt should they be successful in their application. For a summary of HSE terms and conditions as part of Civil Service Reform, please see the attached document.

Any move across the Civil Service on or after 4 October 2018 may have implications on an employee's ability to carry on claiming childcare vouchers.

If you have a disability and you need an application form in an alternative format or you would like to know more about our recruitment process, please contact: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

Useful Guidance

Please access the following link for guidance on how to apply and how to complete a Statement of Suitability <https://www.civil-service-careers.gov.uk/how-to-apply/>

Feedback will only be provided if you attend an interview or assessment.

## **Nationality requirements**

This job is broadly open to the following groups:

- UK nationals
- nationals of Commonwealth countries who have the right to work in the UK
- nationals of the Republic of Ireland
- nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the [European Union Settlement Scheme \(EUSS\)](#)
- relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service
- relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service
- certain family members of the relevant EU, EEA, Swiss or Turkish nationals

[Further information on nationality requirements](#)

## **Working for the Civil Service**

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

## **Apply and further information**

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

## **Contact point for applicants**

Job contact:

- Name: Mark Hamilton
- Email: [Mark.Hamilton@hays.com](mailto:Mark.Hamilton@hays.com)

Recruitment team:

- Email: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

### **Further information**

If you believe that Civil Service Commission principles of selection for appointment on merit on the basis of Fair and Open competition have not been met you can raise a complaint by emailing: [HR.Resourcing-Team@hse.gov.uk](mailto:HR.Resourcing-Team@hse.gov.uk) or by writing to HSE at the following address: HSE Resourcing Team2.3 Redgrave Court Merton Road Bootle Merseyside L20 7HS If you are not satisfied with the response you receive from the Department, you can contact Civil Service commissioners:

<https://civilservicecommission.independent.gov.uk/code/civilservicecodecomplaints/>