

Service Designer x2 LH-06254

Description

The Service Designer will work in a multidisciplinary team with business analysts, architects and business representatives, analysing the business by balancing user and business perspectives for the Program. This work is critical to the overall success of the program and will support and influence key outcomes for the AEC.

The Service Designer will be expected to develop a firm understanding of the holistic business current state and desired outcomes, working with Subject Matter Experts (SMEs) for domain expertise.

Responsibilities

Role will be responsible for, but not limited to:

- Leading and undertaking service design activities in a multidisciplinary agile delivery team in pre-discovery, discovery and design and delivery
- Apply expertise to enhance and improve existing software, including designing, developing, implementing and testing software systems, in line with business requirements and software development standards
- Apply best practice service design methods and processes supporting the future design of electoral services or improved customer experiences in existing services
- Deliver and design appropriate service design artefacts and communication material as required
- Transform defined business needs into outcomes and problem statements (not technical requirements), for large scale Government applications and complex systems
- Plan and document user interviews, eliciting both high level and detailed business problems and analysing root causes
- Design and facilitate workshops and interviews that include a variety of internal and external stakeholders across all levels
- Analyse and improve user experience, taking the viewpoint of the end user
- Managing stakeholder groups to develop a partnership with the business and foster a productive working environment
- Communicate well, using professional judgement to evaluate risks and in the context of a complex and changing environment
- Perform additional duties or assume responsibility of functions as directed by the management from time to time
- Provide analysis on complex issues and contribute to the management, preparation and coordination of policy formulation and/or project management
- Work within a multi-disciplinary agile team to achieve common outcomes
- Foster a positive workplace culture.

Qualifications

You must have Baseline Security Clearance.

Organisation

About the team

Enterprise Transformation Group ((ETG): The Indigo Division is one of two divisions within the AEC's Enterprise Transformation Group (ETG) established to drive the AEC's transformation agenda, and to deliver the Election Systems Modernisation Program (Indigo Program) on behalf of the agency.

Hiring organization

AEC

Employment Type

Contractor

Estimated Start Date

Tuesday, 19 May 2026

Duration of employment

ASAP – 30 June 2027

Job Location

QLD, ACT, VIC, NSW, SA.

Valid through

01.05.2026

Working Hours

40 hours per week:

Location: Hybrid:

Applicants will preferably perform the role in Canberra, Melbourne, Sydney, Adelaide or Brisbane. Hybrid working arrangements (i.e. a combination of onsite attendance at an AEC office and remote working) will be considered at the discretion of the Hiring Manager. – Where a hybrid arrangement is accepted, reliable internet access is essential for this role.

About the project

Indigo Program (Tranche 2): The Indigo Program is a large-scale transformation program to modernise business capabilities and replace core election ICT systems with a citizen centric, agile technology platform. The Program will transform the AEC's delivery of electoral services and ensure ongoing integrity of the electoral system. Tranche 2 comprises a variety of work packages with a focus on business process re-engineering, data management, legislative compliance and replacing aging systems.

Experience

You must meet the following Essential Criteria:

1. • At least 5 years' Service Designer experience • Proven ability to work autonomously to deliver in an agile project and program environment. • Proven ability to work cohesively in a multi-disciplinary team to delivery shared goals • Proven ability to plan, facilitate and document user interviews to elicit high-level and detailed business problems and analysing root causes • Demonstrated experience in the development and implementation of strategic service design • Thorough understanding of service design process & activities and significant experience in applying human-centred design thinking

2. • Experience in taking the viewpoint of the user and analysing and improving a user's experience or user's journey when interacting with services • Proven ability to identify and plan capability maturity improvements and business process improvements • Strong communication skills, with the ability to translate between business and technical terminology • Proven ability to communicate with influence, negotiate outcomes and manage complex stakeholder relationships • Demonstrated personal drive and integrity whilst achieving results within legislative parameters • Experience in and desire to mentor and upskill less experienced team members

Contacts

You must provide a one page pitch to address all criteria specified. This is equal to 5000 characters.