

Service Designer

Description

The *Assistant Manager, Service Designer* will support the Legal Metrology Branch to deliver a major IT enhancement project for DISR; the Trade Measurement Activity and Reporting System Phase 4 Enhancement Project to deliver critical enhancements to the Microsoft Dynamics Customer Relationship Management (CRM) and associated NMI Services Portal (NMISP) as part of NMI's broader digital strategy. You will be the key team member working with the DISR Chief Information Officer Division and managers and users within the Legal Metrology and Physical Metrology Branches of the NMI.

You will ensure thorough research is undertaken across multiple users to understand, analyse and map the relevant user experience, business processes and technology applications.

You will apply critical thinking to ensure continuous improvement of processes and systems.

You will be a team player who understands agile ways of working and human-centred design principles to ensure value for end users.

Responsibilities

Effectively working in an environment with a high level of complexity, sensitivity and operating under broad direction, the duties include but are not limited to:

1. Leads and reviews multiple user research and business and technical engagement activities to map, analyse and evaluate the user experience, business processes, and technology applications of current services, identifying opportunities for improvement.
2. Leads the co-design, testing and evaluation of potential future state options for service improvements including assessing feasibility, viability, and desirability.
3. Develops product strategies and roadmaps for sustainable implementation with consideration for operating environment, and security, usability, and accessibility requirements.
4. Creates and implements service design capability uplift strategies and training.
5. Develops and manages stakeholder relationships and ensures client expectations, requirements, and project objectives are achieved.
6. Contributes to organisational methods and tools and provides advice, guidance, and expertise to promote the adoption of policies and standards for design and research including data collection and synthesis, design and evaluation of services, and presentation of research findings and future state recommendations.

Qualifications

Australian Citizen

Hiring organization

DISR

Employment Type

Contractor

Beginning of employment

11 November 2024

Duration of employment

until 30 June 2026.

Job Location

ACT, NSW, NT, QLD, SA, TAS, VIC, WA, Offsite

Valid through

09.10.2024

Experience

The capabilities listed below describe the specific skills, knowledge and behaviours required to successfully perform this job role, operating with a significant degree of independence and under broad direction:

1. Demonstrated ability to select and apply appropriate methodology for user research, co-design, and evaluation of current state and future state services including capturing the end-to-end user journey, business processes, and technology landscape.
2. Demonstrated ability to oversee collection and synthesis of data into actionable insights defining user and business needs, problem statements and the desired future state.
3. Demonstrated ability to leverage expertise and co-design, test, and measure the effectiveness and feasibility of proposed digital improvement initiatives and options.
4. Demonstrated ability to think strategically and communicate with influence to drive technology investment decisions which deliver impactful business and customer outcomes.
5. Demonstrated ability to manage relationships and deliver results including developing team culture, processes, and technical capability to ensure efficient prioritisation and delivery of work.