

ROLE DESCRIPTION: Service Design Lead	
Reports to: Head of Programme Management and Change	Responsible for: - Facilitating end-to-end service design and redesign across organisational services - In collaboration with stakeholders, develop and embed service design frameworks and practices - Supporting the delivery of transformational service improvements
Role purpose:	
Working with a wide range of stakeholders to redesign services across the organisation, ensuring they are efficient, insight-driven and centred around the needs of customers and colleagues. Drive a strategic approach to service design, bringing together customer insight, operational data and colleague expertise to improve service outcomes and experiences. Provide leadership, facilitation and guidance to ensure services are consistently designed, mapped, tested and improved across their end-to-end lifecycle. Act as a positive member of the wider leadership team, embedding a culture of collaboration, continuous improvement, and customer focus, while promoting the Karbon values and behaviours. Develop strong relationships with internal and external stakeholders, particularly service owners (Group Directors, Assistant Directors), customer experience team, operational teams, to co-create improved services.	
Key responsibilities:	
Leadership:	
1. Play a key role in the transformation of Karbon's services through the design and delivery of improved, customer-centred services. 2. Bring best practice in service design, business improvement and continuous improvement into Karbon. 3. Act as a role model, promoting a user-centred, collaborative and insight-led culture. 4. Embed service design principles, tools and ways of working across teams.	

Delivery:

5. Service Design & Strategy

- Facilitate the organisation's approach to service design, including standards, methods, and tools.
- Support stakeholders to redesign end-to-end services aligned to organisational priorities, the Stronger Foundations strategy and customer needs.
- Ensure services are designed holistically across people, process and systems.

6. Research, Insight & Data Mapping

- Work closely with the Customer Experience team to understand current customer data and future customer data needs and insight.
- Gather service and operational data to identify opportunities for improvement.
- Work with subject matter experts from across the business to turn a range of data sources into clear, actionable design recommendations.
- Support in the mapping of current state services and future state services where required.

7. Customer & Colleague Engagement

- Design and facilitate workshops with colleagues and stakeholders to co-create solutions.
- Liaise with the customer experience team for them to map and facilitate customer engagement.
- Use a range of engagement and research techniques to capture user needs and experiences.
- Build strong relationships across teams to enable collaborative design and delivery.

8. Service Blueprinting

- Understand existing customer journey maps and support in the identification of future customer journey mapping by the customer experience team.
- Create service blueprints showing customer facing and back office processes, systems and dependencies.

9. Design & Roadmap Development

- Create clear, prioritised service redesign roadmaps aligned to business goals.
- Support the translation of design concepts into deliverable change initiatives.
- Work with delivery teams to implement improvements and track outcomes.

10. Change & Continuous Improvement

- Support teams to adopt new service designs, processes and ways of working.
- Embed business improvement and continuous improvement practices into service delivery.
- Monitor service performance and drive ongoing enhancements.

11. Assurance & Governance

- Ensure service design activities align with organisational frameworks and governance.
- Contribute to programme reviews, business cases and Good to Great reporting.

Organisation wide:

12. Deliver effective service design outputs, maximising value and improving customer outcomes.
13. Ensure services and processes drive operational excellence.
14. Develop and embed standards, tools and guidance for service design.
15. Ensure all service design activity complies with organisational policy, regulation and best practice.

16. Identify and manage risks relating to service design and delivery.
17. Promote a safe, inclusive and collaborative working environment.
18. Contribute to the effective use of organisational resources.
19. Promoting the values of the Group at all times, demonstrating a high level of commitment to diversity and inclusion.
20. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Service Design Lead is part of the Business Improvement and Change team. As with all team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

PERSON SPECIFICATION: Service Design Lead

Experience and qualifications:

- a. Proven experience in adopting and delivering service design techniques (E)
- b. Experience facilitating end-to-end service redesign across complex organisations (E)
- c. Experience facilitating workshops and co-design sessions with stakeholders (E)
- d. Experience using insight, research and data to inform service improvements (E)
- e. Experience of working collaboratively across teams to deliver change (E)
- f. Experience of managing complex transformation or improvement initiatives (E)
- g. Strong analytical, research and problem-solving experience (E)
- h. Educated to degree level or equivalent experience (D)
- i. Evidence of continuing professional development (E)
- j. Full, valid driving licence (E)
- k. Experience in Housing or similar sector (D)

Knowledge:

- l. Knowledge of service design methodologies, tools and frameworks (E)
- m. Understanding of user-centred design principles (E)
- n. Awareness of challenges and opportunities within housing or similar sectors (D)

Skills:

- o. High level of written, presentation and interpersonal communication skills (E)
- p. Strong facilitation and stakeholder engagement skills (E)
- q. Ability to map services, journeys and processes clearly and effectively (D)
- r. Ability to analyse and interpret complex data and insights (E)
- s. Ability to think strategically and translate strategy into practical solutions (D)
- t. Strong communication and presentation skills (E)
- u. Ability to influence and drive change across teams (E)

v. Comfortable using digital tools for collaboration and design (E)

Attributes:

w. Committed to diversity and inclusion (E)

x. Champions innovation and encourages ideas (E)

y. Resilient and able to work under pressure (E)

z. Collaborative and inclusive (E)

aa. Support the development of, and actively role model and champion the Karbon vision, values and purpose (E)