

Job Description – KTM – Design & Innovation Effectiveness

Job Purpose

The role supports KTN's Delivery Plan and strategic goals in achieving collaborative R&D in a range of sectors. Specifically to:

- Build the capability of KTN, and Innovate UK family of organisations, to enable the better and earlier use of design in innovation
- Generate greater industry awareness & demand in all sectors for design in innovation
- Catalyse new collaborations, projects and partnerships that create sustainable economic value through the strategic use of design in innovation
- Support design in innovation projects in relation to Innovate UK priority areas
- Develop KTN's portfolio of tools and approaches to support design and innovation effectiveness and across the organisation

Reporting to: Head of Design & Innovation Effectiveness

Grade: Knowledge Transfer Manager, Level 1

Salary: £31,447pa - £39,310pa

Location: KTN's design and innovation team is based at KTN's main office in the Business Design Centre in Islington, London. The successful candidate will be expected to work regularly from the London office. KTN also has an Edinburgh office which could be considered an alternative base for an exceptional candidate. Home-based working is also possible. A willingness to travel within the UK and undertake some out-of-hours activities will be associated with this post.

Scope: This role will suit a service designer who can personify key design attributes: communicate with clarity and vision; apply a creative, problem-solving mentality; collaborate across disparate communities and bring a people-focused approach to challenges across a variety of different sectors and industries.

Your service design experience enhances KTN's support for companies, large and small, across various technology sectors as they face critical challenges. You can confidently talk to any business and pitch how design thinking can specifically help them.

You are a go-to person for colleagues across KTN wanting to try new ways of using design and innovation tools and techniques in their own programmes. You revel in applying human-centred design to everything you do, asking probing questions of colleagues to reframe

problems, engaging with innovative ways of refining service delivery, embracing quick and easy prototyping of concepts and proposals to add value and drive the organisation forward.

You have superb inter-personal skills, reflected in the depth and extent of your professional network and relationships. And as well as being confident facilitating discussion and holding the floor, you are also a good listener bringing an inquiring mind, to really get under the skin of the challenges and opportunities around you and deliver results that stick.

You will also be interested in how service design can bring perspectives to understanding complex system change within organisations and across the innovation landscape.

Key accountabilities

- Support KTN's delivery of Innovate UK's Design in Innovation strategy
- Support Innovate UK competition activity to promote and facilitate collaborations between design companies and businesses
- Encourage engagement, collaboration and knowledge transfer between designers, technologists, innovators, business and academics nationally and internationally
- Build capacity for design in innovation by developing activities, projects and bespoke interventions which use service design and systems thinking to drive and enable successful innovation
- Provide in-house design expertise to assist colleagues across KTN to embed design in how the KTN delivers its strategic priorities
- Promote thought leadership and good practice in realising innovation effectiveness across KTN

Job responsibilities

Job responsibilities include but not limited to:

- Facilitate connections and brokerage between businesses to help companies to exploit the strategic and immediate opportunities of design in innovation
- Promote insight and knowledge sharing both formally and informally across sectors and disciplines regarding design in innovation
- Identify relevant opportunities and scope new projects, services and events
- Plan events to bring together the design, technology and innovation communities to network and share knowledge through physical and virtual engagement
- Nurture and grow relationships across a network of key external contacts and companies, capturing those connections to make our engagement more effective
- Provide day to day delivery for design in innovation projects within KTN and across the Innovate UK 'family' of organisations
- Co-design and support the delivery of workshops across KTN and externally to help embed design tools and approaches into KTNs' ways of working
- Provide support and guidance to colleagues across KTN and the Innovate family in helping them access design expertise to address their challenges and opportunities
- Develop and present engaging materials including tools, resources, briefs, presentations, blog articles, to support the programme and wider KTN objectives
- Use KTN tools to track company connections, activity and report on progress
- Use industry standard IT packages for word processing, spreadsheets and presentations and engaging in collaboration tools such as Yammer and Slack

- Work to agreed budgets and contribute towards financial planning and monitoring
- Work in accordance with KTN policies on such as Equal Opportunities Policy, promoting equality and diversity in your work, and other relevant KTN policies
- To attend to any reasonable request made by KTN in support of Innovate UK and KTN priorities

Experience and qualifications

- A relevant degree with several years' experience in service design, and exposure to delivering business transformation
- Considerable experience of successfully applying service design in a complex business/ commercial or public sector environment
- Experience of engaging in systems thinking and applying design to help organisations identify and resolve challenges in a strategic and sustainable way
- Experience of using design to transform organisations, processes and behaviours

Competencies and Attributes

- You have a good grounding in design theory, are keen to learn more and apply new tools and methodologies
- You see design as a process to help frame the problem and support the whole innovation process, not only to deliver to a brief
- You have a vision for design excellence and the potential of design to drive and enable successful technology enabled innovation across sectors
- You are adept at analysing and visualising end-to-end user journeys in a variety of sector based contexts
- You are an expert communicator with good written, verbal, visual & listening skills
- You can act as a translator, encouraging and facilitating work between disparate groups with differing skills, values and approaches
- You are able to capture and codify findings, processes and activities to show impact, and so others can learn from what you have discovered
- You use stories and narratives to win people over
- You are naturally curious and not afraid to ask questions, and can use analysis and insight to inform your and others' work
- You can design, develop & facilitate workshops that help people to learn by doing
- You are able to create additional value through using service design to support the development of KTN's brand, offer and identity
- You are able to work collaboratively with a range of internal and external stakeholders to deliver activities
- You have patience when working with people who do not understand the role of design in innovation, and can walk at their pace whilst helping them to speed up
- You have a network of contacts across service design/human centred design/ experience design operating across a range of sectors
- You can develop project plans, manage resources and meet deadlines
- You can manage concurrent activities within multi-disciplinary teams
- You are resourceful, self-driven, organised and able to motivate others and are comfortable working autonomously with little supervision