

# Interaction Designer

## Introduction

These are exciting times at [MOJ Digital and Technology](#). We have a clear vision - to develop a digitally-enabled justice system that's better and simpler for everyone. We're looking for talented people who are passionate about this mission and ready for the challenge!

You'll be welcomed into a [thriving design community](#) and into multidisciplinary teams, alongside user researchers, product owners and software developers to deliver world-class, user-centred services.

As well as doing great work, we're creating a place that's great to work in. We offer brilliant training opportunities, excellent kit and support from expert colleagues. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

## The role

Your job will be to design accessible and impactful services and products for the Legal Aid Agency. You could be designing a sophisticated case management system for our caseworking staff or designing tools that help people apply for legal aid.

## Responsibilities

As an Interaction Designer, you will:

- Analyse & interpret user needs and business objectives in highly complex service areas
- Develop design concepts that help reimagine how services can be delivered end-to-end
- Facilitate design workshops with the team, senior stakeholders and users
- Rapidly design and test digital prototypes with users
- Contribute to design standards and a pattern library, ensuring patterns and components are consistent, accessible, and easy to use
- Contribute to developing best practice through our Design Community of Practice

## Skills and Experience

### Essential:

- You have a grounding in user-centred design, from concept to final delivery. You know which tools, process or methods to use and how to bring an agile delivery team along with you.
- 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 and navigate difficult discussions.
- You create high-quality, compelling design concepts and artefacts such as personas, service maps and wireframes.

- You are experienced in rapid paper and digital prototyping. You can confidently work with developers and understand security, accessibility, version control and hosting.
- You know what good public services look like and how to design in an inclusive, accessible way.
- You are a strong team player who knows how to work with and get the best out of a multi-disciplinary delivery team

#### **Desirable:**

- You have experience designing public services
- You can prototype in code to create dynamic prototypes using HTML, CSS and Javascript.
- You have experience designing at scale and in technical environments

#### **What to expect from our application**

Candidates MUST submit the following:

- a current and relevant CV, including a link to a portfolio showing your relevant work (if you don't have a portfolio online, please upload it to Google Drive and include a link to it in your CV);
- a Cover letter (1 page max) outlining why you are interested in the role and how you meet the essential skills and experience required.

At the CV review/sift stage we will use the specialist skills and experience to determine your suitability for the role. At the interview we ask you questions based on the specialist skills and experience as well as behaviours outlined.

At the Interview we will ask open-ended questions to which they are seeking answers/evidence of essential, previous skills, experience and behaviours in order to guide their hiring decision. **Note:** due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.

#### **How you'll be assessed**

In the Civil Service, we use [Success Profiles](#), a flexible framework, to assess candidates against a range of elements using a variety of selection methods, therefore giving you the opportunity to demonstrate the various elements required to be successful in the role.

At the interview we will be assessing your technical/specialist skills and experience, testing your ability through relevant assessments and asking you questions around the behaviours we require to be successful in this role. The behaviours we assess are:

- Leadership
- Communicating and influencing
- Working together
- Developing self and others
- Making effective decisions
- Delivering at pace

- Seeing the big picture
- Changing and improving
- Managing a quality service

## **Your application during Coronavirus (COVID-19)**

During these unprecedented times we remain committed to supporting citizens, enabling them to access government information and services they need.

We're closely monitoring the situation and will be following central government advice as it is issued. Therefore, this role may be subject to change at short notice.

If your application is successful you may be invited to attend a video interview. You can keep up to date with your application through your emails.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status.

## **Salary and working arrangements**

New entrants to the Civil Service are expected to join at the relevant band minimum. In exceptional circumstances a higher salary or recruitment and retention allowance may be offered.

Note for current Civil Servants: If successful, the salary offered would normally be determined by applying the MoJ salary progression rules. If the appointment is on level transfer your substantive salary (excluding any allowances) will remain unchanged, unless it exceeds the maximum stated within the MoJ pay band, and unless your current salary is below the relevant MoJ grade minimum. If the appointment is on temporary or substantive promotion the salary will be increased by 10% or moved to the minimum of the relevant MoJ grade, whichever is the greater.

If successful, the salary we offer you will be within the advertised range and will depend on the skills and experience you demonstrate at the interview. Therefore in your cover letter it would be helpful to the hiring teams if you can indicate your salary expectations and if possible your notice period.

## **Benefits:**

- 37 hours/week and flexible working options - working from home or remotely, working part-time, job sharing, or working compressed hours.
- [We have a fantastic learning and development offer](#)
- £1000 of learning and development spend per year
- A [civil service pension](#) with employer contributions of 26-30% depending on salary.
- 25 days annual leave, which increases 1 day per year up to maximum of 30 days (plus bank holidays), and an extra day off for the Queen's birthday.

- Great maternity, adoption, and shared parental leave, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Bike loans and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.

## Things you need to know

### Security and Immigration checks

Successful candidates must pass a disclosure and barring security check. Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check](#). Candidates will be subject to [UK immigration requirements](#) as well as [Civil Service nationality rules](#).

If you're applying for a role requiring security clearance please be aware that foreign or dual nationality is not an automatic bar. However certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with certain countries outside the UK.

### Nationality requirements

Open to UK, [Commonwealth](#) and [European Economic Area \(EEA\)](#) and certain non EEA nationals. Further information on whether you are able to apply is available [here](#).

### Eligibility

Candidates in their probationary period are not eligible to apply for vacancies within this department.

### 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 equality of opportunity. There is a guaranteed interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria. Contact point for applicants- for further information regarding this role please contact MoJ D&T Recruitment.

## Further information

All Civil Servants will adhere to the ['Civil Service code'](#), which outlines the Civil Service's core values, and the standards of behaviour expected of all civil servants in upholding these values.

Note for current Civil Servants: If successful, the salary offered would normally be determined by applying the MoJ salary progression rules. If the appointment is on level transfer your substantive salary (excluding any allowances) will remain unchanged, unless it exceeds the maximum stated within the MoJ pay band, and unless your current salary is below the relevant MoJ grade minimum. If the appointment is on temporary or substantive promotion the salary will be increased by the appropriate promotion percentage or moved to the minimum of the relevant MoJ grade minimum, whichever is the greater. Civil Servant Applicants should be aware there may be an opportunity for you to be transferred on a permanent basis if this role has been advertised as a fixed term appointment.

Note for non Civil Servants: To apply you must meet the Eligibility requirements outlined on <https://www.gov.uk/browse/visas-immigration/work-visas>. You can ONLY apply if you are British, or a National of the EU, EEA or Switzerland. You may be able to apply if you're a national of the Commonwealth or Turkey, or a family member of a EU, EEA or Swiss national. Note: We are unable to sponsor/transfer work permits at this time. Therefore if you are working in the UK on your current employer sponsored 'work permit' you will not be eligible to apply as we cannot transfer work permits at this time. Non Civil Servant Applicants should be aware there may be an opportunity for this post to be converted to permanency if it has been advertised as a fixed term appointment.