Lead Service Designer
Location: National*

Closing Date: 5th February
Interviews: w/c 13th February

Grade: 6
(MoJ candidates who are on a specialist grade, will be able to retain this grade on lateral transfer)

Salary: London: £66,698- £76,760 which may include an allowance of up to £22,466
National: £63,185- £ 72,720 which may include an allowance of up to £21,815

Working pattern: Full time, Part time, Flexible working
Contract Type: Permanent

*We are currently offering hybrid working which includes 2 days per week in your local office. Office locations can be found [HERE](#)

The Role

We're recruiting for Lead Service Designers here at [Justice Digital](#), to be part of our warm and collaborative team.

These are exciting times at [Justice Digital](#). 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.

We have a thriving design community of 70+ designers who all work in multidisciplinary teams, alongside user researchers, business analysts, product owners, delivery managers and 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.

To help picture your life at [MoJ Justice Digital](#) please take a look at our [blog](#) and our [Digital and Technology strategy 2025](#)

The role

In Justice Digital, our teams are developing simpler, clearer and faster services for prisoners, people on probation and those that supervise them. We're building these to help people break the cycle of crime. Reoffending rates are very high in the UK and we're working hard to help people avoid reoffending. In building these services we are contributing to keeping members of the public safe from criminal behaviour. We also strive to enable front line and headquarters staff do their jobs more efficiently and effectively by reducing the burden of administration and by providing the data they need for good decision making.

A lead designer is an expert practitioner who influences and mentors others. You will be expected to work with service owners and the Head of Digital to influence design direction and support designers across teams to do their best work.

Working closely with the other MoJ Design Leads, you'll also be a part of advancing our approach across the department, helping to grow our design culture, and standardising and systemising the way we work to allow the design function to scale.

Key Responsibilities:

As a Lead designer, you will:

People & community
- Lead the recruitment of a talented and diverse team of designers that meet the growing needs of Justice Digital
- Support the professional development of designers through coaching, line management & career progression
- Lead Communities of Practice that inspire designers to learn, share best practice and collaborate on strategic problems.

Design standards & operations
- Work with the Head of Design to set an ambitious vision for Design at MoJ, pushing the boundaries of what design can do to transform government
- Work with other Design Leads to define, develop and embed design standards that ensure all our design work is consistently inclusive, accessible and easy to use.
- Support our Design Operations specialist to standardise and systemietise our tools and processes as we scale

MoJ Digital Strategy
- As a member of the Design Leadership Team, work closely with service owners, other profession leads, and the Heads of Digital to set and

communicate strategy, and ensure the teams are supported and equipped to deliver against that strategy
- Collaborate closely with other profession leads (e.g. user research, product, software development) to champion digital transformation and continuously improve capability across the department

Cross-government collaboration
- Be an active leader in the cross-government design community, sharing our work, learnings and developing best practice

If this feels like an exciting opportunity, something you are enthusiastic about, and want to join our team please read on and apply!

Benefits

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous civil service pension based on defined benefit scheme, with employer contributions of 26-30% depending on salary.
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Kings' birthday.
- 5 additional days of leave once you have reached 5 years of service.
- Option to buy or sell annual leave
- Compassionate maternity, adoption, and shared parental leave policies, 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!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, PROUD and SPIRIT
- Bike loans up to £2500 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.
- Some offices may have a subsidised onsite Gym.

Person Specification

Essential

- You have a strong grounding in user-centred design, and have experience working on multiple or highly complex services. You know how to give direction on which tools or methods to use, how to bring agile multi-disciplinary teams along with you, and how to advocate for user-centred design in a way that others understand.
- You know what good public services look like and how to design in an inclusive, accessible way. You can set design standards and coach others.
- Having worked as a designer, you can create high-quality, compelling design concepts and you are experienced in rapid prototyping.
- You advocate for end-to-end service design at a strategic level, agnostic of teams, departments and organisations.
- You are passionate about growing talent and developing design culture. You create a collaborative, inclusive environment, and you have experience of coaching and mentoring designers and coordinating communities of practice.
- You can interpret the needs of senior leaders and stakeholders. You use design thinking to help solve complex organisational challenges and influence strategy.

Desirable

- You have experience designing at scale and in technical environments

Willingness to be assessed against the requirements for BPSS clearance

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity Openness and Together. Find out more here about how we celebrate diversity and an inclusive culture in our workplace.

How to Apply

Candidates must submit **CV + Cover Letter (750 word max) and portfolio** of your relevant work, which describes how you meet the requirements set out in the Person Specification above.

In Justice Digital, we recruit using a combination of the **Digital, Data and Technology Capability** and **Success Profiles** Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

- Leadership
- Communicating and influencing
- Working together
- Seeing the Big Picture
- Changing and Improving

Your application will be reviewed against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1.5 hour panel interview held via video conference, which will include a design task.

Should we receive a high volume of applications, a pre-sift based on experience will be conducted prior to the sift.

Terms & Conditions

Please review our Terms & Conditions which set out the way we recruit and provide further information related to the role and salary arrangements.

If you have any questions please feel free to contact recruitment@digital.justice.gov.uk