# Senior Service Designer

## Band F(£50,001), Swindon, Billingham & Newport

### What it’s like to work in the Matrix Programme team

UKSBS has been selected as the future shared service provider under the Matrix programme. This will result in UKSBS significantly increasing the number of Government Departments it serves, rising from the current 3 Departments to 9 by 2027. The programme is currently procuring a new ERP platform and associated operating tooling to replace existing technologies and all Departments are working to adopt standard processes and ways of working. This is a major implementation and change programme and is unique in its size and complexity across Government that serve approximately 50,000 users.

UKSBS is now mobilising a core programme team to provide inputs and value into the various projects and workstreams that are underway under the Department led Matrix programme and to deliver our own transformation activity. Alongside this, we are now recruiting four Senior Service Design roles for core Finance services, core HR/Payroll services, Enabling Services (UX, Data, etc.) and Additional services (Recruitment, Learning, specialist, etc.). These roles will be embedded into the Department led Matrix programme team and will have joint reporting to the Matrix Programme Head of Service Design and to the UKSBS Head of Future Service Design.

The roles will require close coordination across the Matrix Programme Team, with functional process design leads, with the future appointed Systems Integrator and SaaS technology leads, with Department leads and with other colleagues in the UKSBS programme team. Additionally, the Matrix programme is currently developing a future Target Operating Model, this work is being led by KPMG, and the roles will need to engage and contribute to this work to help deliver the best possible Operating Model for the cluster.

These are exciting opportunities, implementation and transformation programmes of this scale are rare. All roles will provide a fantastic insight and involvement into a complex implementation and change programme. We are looking for the best possible candidates, open to innovation to help support our activity and inputs into the programme.

### Key responsibilities

We are looking for the right person who can apply their experience and service design knowledge and capability to:

* Take a strategic view to service design to ensure it fits to the strategic programme vision and objectives and provide the best possible end user experience
* Develop future service catalogues and supporting service taxonomies for the respective area
* Provide direct advice and support to the Matrix Service pillar Deputy Director on end to end service design development, service implementation and bring to life key end user requirements
* Work closely with the functional process teams, with Departmental leads and with fellow UKSBS service design colleagues to translate processes into the best possible service delivery
* Assist in the development of a clear service design and service operations control tower framework to maintain, develop and monitor service provision and performance
* Work alongside the Target Operating Model Partner to support development of the Target Operating Model for future Matrix Services, ensuring an end-to-end mindset is applied and a user centred approach is taken
* Drive engagement through simple and intuitive products, bringing design to life to support approval of design decisions within the Matrix programme governance structure; including working groups and director level forums
* Attend SI workshops to ensure the needs of the business, users and the shared service provider are understood, facilitating difficult conversations when required to solve problems and approve design decisions
* Translate decisions into products to help teams visualise outcomes and benefits for the end users
* Identify and apply opportunities for systems service management tooling, e.g. service management dashboards, process mining, etc.

Flexibility will be required to respond to the changing needs of the organisation, the programme and the service. You may also be asked to support with ad hoc projects and elements of work relevant to your role in line with business requirements.

### Knowledge, skills, and behaviours

#### Essential

* The ability to distil complex information or multiple ideas/methodologies into one clear direction for the team
* Experience of partnering with and managing external suppliers and consultants to deliver shared outcomes
* Proven experience in influencing, changing and impacting critical decisions with both internal and external stakeholders
* Experience in engaging, motivating, and mentoring colleagues, acting as a role model to inspire and empower others
* Shared Service, HR or Finance Service experience desirable

### Opportunities to develop

We value our employees and recognise the importance of ongoing professional development in enabling people to fulfil their ambitions. Whether you are starting out in your career or looking to build on existing experience, we can provide you with opportunities to work towards your goals.

Our in-house expertise is vast, whether you’re interested in learning more about a particular type of software, you need to work on your presentation skills, or you want to develop your ability to influence and negotiate skills, we will support you.

We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.