

# Research and Design Team Lead (Band 2/ Grade 7)

Health and Safety Executive

**Apply before 23:59 pm on Monday 24th January 2022**



**Reference number**

176358

**Salary**

£53,360 - £59,625

**Grade**

Grade 7

**Contract type**

Permanent

**Business area**

HSE - Operational Services Division (OPS)

**Type of role**

Digital  
Project Delivery

**Working pattern**

Flexible working, Full-time, Job share, Part-time

**Number of posts**

1

**Location**

East Midlands (region), East of England (region), North East (region), North West (region), Scotland, South East (region), South West (region), Wales, West Midlands (region), Yorkshire and the Humber (region)

## About the job

### Summary

**Diverse perspectives and experiences are critical to our success and we welcome applications from all people from all backgrounds with the experience and skills needed to perform this role. We look forward to receiving your application**

**The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.**

### Research and Design Team Lead

The Health and Safety Executive (HSE) is the independent regulator for work-related health and safety. Our purpose is to protect people and places— we save lives and we are highly regarded both nationally and internationally. The benefits that our work brings to business, workers and the UK economy are clear. Improved health and safety risk management protects workers and translates into reduced sickness absence, lower healthcare and welfare costs, and better productivity.

### Job description

#### Why We're Recruiting

HSE is maturing its approach to managing and delivering change to enable the delivery of our ambitious roadmap of transformation and we're building a team of change, project management and delivery professionals to support this work. We are leading on a number of cross government, multi agency programmes in addition to a series of internal transformational initiatives: from establishing a new Building Safety Regulator to a post EU exit Chemicals regulation regime. We're designing new digital services to transform the way we deliver services and regulate, enabling new operating models, and transitioning to agile methods of development and delivery.

#### The Team We're Building

We're seeking a range of project managers, change and business improvement managers, business analysts and subject matter specialists to work alongside a wider community of delivery partners and operational teams. Delivery partners range from top tier consulting houses to SMEs focused on digital innovation. You will work alongside Digital, Data and Technology professionals as well as operational and subject matter experts from HSE divisions. We're seeking change agents who relish the opportunity to lead in a rapidly maturing environment.

#### Specific Role Context

HSE is transforming its digital landscape, and services. To do that we need to drive cultural change and embed new ways of working. These include developing a user centred design ethos, working in an agile way and aligning to the Technology Code of Practice Government Digital Service standards. This role will be critical to this transition. The Digital Research & Design Team Leader will play a key role in supporting the Deputy Director, Head of Digital in leading the digital transformation at HSE.

The Digital Research & Design Team Leader is responsible for managing a team of permanent and day rate contractor User Researchers, User Experience Designers, Interaction Designers and Service Designers. These roles undertake research and design activities to understand service user needs, analyse these to identify key functionality required in new digital solutions and prototype the potential

options for delivering the service.

Additionally, the R&D team work within multi-skilled project teams to provide projects with the underpinning evidence and design needed to deliver user centred solutions and act as the voice of the user throughout. The team take part in Government Digital Service (GDS) service assessments, presenting the evidence to support projects pass the assessments. The team work openly, collaboratively and as part of a multidisciplinary team focused on one or more projects to deliver impactful, meaningful services and contribute to the organisation realising its strategic ambitions to deliver user-centred digital services.

## **Overall Purpose**

This is an exciting opportunity to help us lead, drive and deliver significant change across HSE, driven by a new strategy and a number of new and challenging transformation programmes.

## **Responsibilities**

The Team Leader is responsible for ensuring that each discipline within the Research & Design Team works to high standards and in line with the best practice service standards set by GDS. They will quality assure work the team and individuals deliver. They will lead the interaction with projects to plan future resource needs and scope of work. They are also accountable for ensuring that the needs of digitally excluded users or those with accessibility needs are catered for, and that data privacy needs are designed in, to enable us to comply with the relevant statutes.

On strategic programmes HSE also uses 3rd party 'gold partners' to deliver some of these functions. Where this is the case, the team leader is responsible for the quality assurance of the research and design work the 3rd party does. This means working collaboratively with them to ensure research approaches are sound and unbiased, properly scoped and run, and the findings well collated, and also that any prototypes developed and tested are based on the needs the users articulate.

They will work closely with project managers, business teams, product and delivery managers and analysts as part of the virtual programme and project teams. They will also work alongside technology teams to ensure that the technical solutions that underpin our digital services meet the user brief, and are supportable, secure and scalable/

## **Essential Education / Qualifications / Training required:**

You will have:

Experience in a research or design discipline followed by experience as a team leader or expert in a related area (UR, UX, Service Design). They will have experience working alongside projects and programmes delivering digital services in an Agile environment.

Completed a range of training on research and design as well as training / certifications in Agile ways of working.

Experience in multiple disciplines (research and design) in government departments or external experience in the same discipline (e.g. with a commercial business or as a consultant specialising in research and design).

Be a subject matter expert in research and design, with a keen understanding of the pros and cons of different research and design approaches. Experience will have given them a critical eye with regards to

quality assured research or design delivery.

## Skills

**Strategic thinking.** You can lead the design and implementation of strategy, directing the evaluation of strategies and policies to ensure business requirements are being met.

**Leadership and guidance.** You can interpret vision to lead on decisions. You can create a collaborative environment and can provide direction to solve issues and unblock problems in complex environments. You know how to drive teams and set the pace, ensuring teams are delivering.

**Communication skills.** You can listen to the needs of technical and business stakeholders and team members and interpret them clearly for both audiences. You know how to manage stakeholder and team expectations. You can be flexible and you are capable of proactive and reactive communication. You know how to facilitate difficult discussions within the team or with diverse senior stakeholders.

**Digital perspective.** You understand how end to end digital services work. You can identify and implement solutions for assisted digital. You understand the importance of performance data for those services.

**Facilitating decisions and risks.** You can make and guide effective decisions, explaining clearly how the decision has been reached. You understand technical complexity and risks and can make these tangible to others. You collaborate, influence others and build consensus.

**Agile working.** You can identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes.. You can help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP) and scope.

**Evidence- and context-based design.** You know how to design systems for use across multiple services and can identify the simplest approach out of a variety of approaches.

**Quality assurance –** you understand what quality looks like and how to measure delivery against that. You are confident with the different approaches that can be used to assure quality and when each are best used. You are confident in assuring in house and 3rd party work.

**Community collaboration.** You know how to work collaboratively within a group, actively networking with others and varying feedback for the appropriate time to ensure the discussion sticks

**Experience of working within constraints.** You can identify constraints and can communicate about these and work within them. You know how to challenge the validity of constraints. You can ensure standards are being met

**Prototyping.** You are experienced in using a variety of methods of prototyping. You know how to share best practice and can coach others. You can look at strategic service design end to end.

**User focus.** You are experienced in meeting the needs of users across a variety of channels. You can bring insight and expertise in how user needs have changed over time to ensure these are met by the business. You know how to apply strategic thinking in how to provide the best service for the end user.

**Coaching.** You're able to use coaching to develop the team and their skills. You can support and encourage people to become active members of their community inside HSE and across government and enable them to take ownership of their work.

Analysis and troubleshooting – you can troubleshoot problems and analyse options to remedy them while maintaining a focus on the end objective.

## Benefits

### Benefits

- Learning and development tailored to your role
- An environment with flexible working options
- A culture encouraging inclusion and diversity

We invest in our people with;

- Competitive rates of pay
- Access to the highly competitive Civil Service Pension Scheme to which HSE contribute 27.9%, far more than in the private sector.
- Family friendly policies and working hours to help balance your home life and career
- 25 days annual holiday increasing to 30 days after 5 years' service, plus bank holidays and 1-day Civil Service privilege leave
- Parental leave benefits: Maternity, adoption or shared parental leave of up to 26 weeks full pay followed by 13 weeks statutory pay and a further 13 weeks unpaid, and paternity leave of 2 weeks full pay.

## Things you need to know

### Security

Successful candidates must pass a disclosure and barring security check.

People working with government assets must complete basic personnel security standard checks.

### Selection process details

#### Behaviours

We'll assess you against these behaviours during the selection process:

Changing and Improving  
Communicating and influencing  
Working together  
Leadership  
Technical Skills

You'll be asked to deliver a 5-minute presentation to assess your technical skills, details of which will be sent with your invite to interview.

Sift will take place week commencing 31st January  
Interviews to take place week commencing 7th February

### Information

It is the candidate's responsibility to ensure they are aware of the terms and conditions they will adopt

should they be successful in their application. For a summary of HSE terms and conditions as part of Civil Service Reform, please see the attached document.

Any move across the Civil Service on or after 4 October 2018 may have implications on an employee's ability to carry on claiming childcare vouchers.

If you have a disability and you need an application form in an alternative format or you would like to know more about our recruitment process, please contact: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

## Complaints

If you believe that Civil Service Commission principles of selection for appointment on merit on the basis of Fair and Open competition have not been met you can raise a complaint by emailing:

[HR.Resourcing-Team@hse.gov.uk](mailto:HR.Resourcing-Team@hse.gov.uk) or by writing to HSE at the following address:

HSE Resourcing Team2.3  
Redgrave Court  
Merton Road  
Bootle  
Merseyside  
L20 7HS

If you are not satisfied with the response you receive from the Department, you can contact Civil Service commissioners: <https://civilservicecommission.independent.gov.uk/code/civilservicecodecomplaints/>

Feedback will only be provided if you attend an interview or assessment.

## Nationality requirements

This job is broadly open to the following groups:

UK nationals

nationals of Commonwealth countries who have the right to work in the UK

nationals of the Republic of Ireland

nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the [European Union Settlement Scheme \(EUSS\)](#)

relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service

relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service

certain family members of the relevant EU, EEA, Swiss or Turkish nationals

[Further information on nationality requirements](#)

## 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 equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

## Apply and further information

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

### Contact point for applicants

Job contact :

Name : Mark Hamilton

Email : mark.hamilton@hays.com

Recruitment team :

Email : hr.resourcing-team@hse.gov.uk

