

#### JOB TITLE

Customer Experience Service Designer

#### CLASSIFICATION

Band 7

#### REPORTS TO

CX and CI Program Lead

#### WHAT WE TRUST YOU TO DELIVER



- Lead cross functional teams to map end-to-end customer journey and processes
- Lead Discovery including research and problem definition
- Partner with stakeholders to identify customer and organisational improvement opportunities based on customer insights
- Project manage the delivery of customer experience improvement recommendations
- Assess and quantify customer experience benefits to the organisation based on delivered improvements
- Proactively foster key strategic relationships to facilitate a partnership approach to service design improvement
- Work as part of the customer experience team to drive an innovation and continuous improvement workplace culture, and contribute to the CX strategic direction

#### WHAT YOU'LL NEED TO THRIVE



- Previous experience using design methodologies to improve customer experience and internal processes
- Strong and evident commitment to customer centricity
- Experience conducting qualitative research and synthesising findings to produce actionable insights
- Effective methods for partnering with stakeholders to realise CX improvements
- Ability to work as part of a highly collaborative, multi-disciplinary team to deliver customer-focussed improvements
- Qualifications or experience in service design and/or human centred design
- Experience managing CX projects

#### WHAT WE'LL DO TO SUPPORT YOU



- Provide a safe and welcoming environment where you will be encouraged to innovate and embed new ways of working.
- Deliver opportunity for genuine engagement and collaboration across all levels of the business.
- Commit to your long term growth and career development.

#### WHERE YOU FIT IN AND THE DIFFERENCE YOU CAN MAKE



**VISION** Council will be an inclusive, healthy, creative, sustainable and smart community

**VALUES** Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.



CAPABILITY	Project Management	Change	Communication	Good Governance	Achievement
LEVEL	2	2	2	2	2
CAPABILITY	Leadership Impact	Decisiveness	Agility	Care	Growth Mindset
LEVEL	2	2	2	2	2