



Product Designer (Leaving Well) Based in London

About us

Social Finance (SF) is an ambitious not for profit organisation which seeks to drive social change. We work in partnership with government, funders and the social sector to tackle entrenched social problems in the UK and internationally. We seek transformation that is both sustainable and scalable, and can harness investment where needed

Founded in 2007, we developed techniques and tools to rethink ways to tackle social problems. Our compelling approach led to the first ever Social Impact Bond in Peterborough. Over the past 11 years, our innovations, including Social Impact Bonds, have mobilised over £500m for social change, in over 24 countries around the world.

We have grown from 2 people to over 80 professionals from diverse backgrounds in the public, private and charity sectors, who all share a passion for making a difference. We are based in Vauxhall, London with sister organisations in the US, Israel, India and the Netherlands, as part of the Social Finance Global Network.

What we do

We develop models, products and services that are both pragmatic and have the scope to drive systemic change to improve people's lives. In the UK, we focus on issues such as homelessness, domestic abuse, mental health, learning difficulties, loneliness and vulnerable children on the edge of the care system. Internationally, we design outcomes-based models for issues such as maternal and neonatal health, education and employment. We apply financial, analytical and increasingly digital tools to solve problems, combining professional rigour and discipline with humanity and humility. We have developed a deep understanding of social issues and strive to put the people we are trying to help at the centre of what we do. We are entrepreneurial and curious; we value ambition, integrity, respect, tenacity and humility.

More information can be found on our website: www.socialfinance.org.uk

The opportunity

Our goal is to deliver products that create real and lasting social impact. Designers at Social Finance ensure we as an organisation solve the right problems. Bringing insight and understanding of user needs helps us to deliver new or improved products and services that have measurable social impact.

Working initially on our [Leaving Well](#) initiative you will support the team to think about new ways for local authorities to work with young people in and leaving the state care system. The Leaving Well team are currently developing digital tool that puts care leavers at the heart of their decision making and is being tested with 7 local authorities.

You will lead design for the product, everything from strategy research to turn insights from users into products and services that work. As the lead Designer on the project you will work with the team to ensure we are solving real problems and meeting user needs. You will conduct user research and create and test prototypes so that we can transform ideas for into something



that actually improves people's lives. It's ok if you're not an expert in every specialty - we don't expect you to know everything - we just want you to be curious enough to want to learn.

You will work with a cross-disciplinary team and pair with everyone – developers, researchers, subject matter experts, strategists, data scientists, and your clients. You show clients as well as the rest of the organisation the value of working through a design process to solve problems and apply an agile mindset to all aspects of your work. You are unafraid to take risks, willing to learn from your mistakes and ensure the team has a situational awareness of practical objectives and user needs.

You have the opportunity to experiment with process - do what works, try new things, and stop doing things that don't work.

Necessary Experience

- Experience in related field. Degree or equivalent experience preferred
- You should have demonstrable experience in all parts of the design process; discovery, synthesis, design, prototyping and iterative delivery
- Ability to pair on research with our user researcher as well as work alongside our wider team and external providers
- Ability to lead the design process from research through implementation - you want to help the team succeed more than making a nice sketch file
- Maintain a user-centered approach while respecting and understanding the constraints of government policy and delivery
- Self-motivated and focused on delivering outcomes and enabling social change
- Deep curiosity for learning about service design in a social context

Desirable Experience

- Experience in interaction design or visual design
- Experience designing applications, from consumer-facing to internal tools
- Support with UX, UI as required alongside the broader digital team
- Have experience working independently with clients or stakeholders in a consulting role
- Being able to work and communicate effectively with software engineers to find solutions that strike the right balance between technical constraints and user needs
- Interest in giving talks on design to clients and Social Finance team
- Active member of the design community

Our commitment to you

Personal development is at the heart of the Social Finance offer. Every employee has a range of support in place, a buddy to help settle within the company, a line manager to support you in your career progression and the opportunity for a mentor to guide your career. We'll support your development with training, so you can add to your skills or relevant professional qualifications.

For this position Social Finance is offering a salary in the range of £50,000-£60,000 subject to level of experience and ability. Social Finance also offers a contributory stakeholder pension scheme, plus an uplift in salary allowance to spend on other benefits.



To help you fund your pension, further professional education or childcare vouchers we can offer a salary sacrifice scheme. Social Finance offers childcare vouchers, season ticket loans, bike to work schemes and Give as you Earn.

Social Finance is a sociable organisation - we regularly have office drinks and social events. We organise events to raise money for different charities, and many staff members volunteer on a regular basis. We offer plenty of opportunities to get out, meet each other and make a difference by doing something, big or small, for others.

Application Guidelines

Interested candidates should send a CV and covering letter detailing their interest in working at Social Finance highlighting relevant experience to:

designer@socialfinance.org.uk

If you do not include a covering letter your application will not be considered.

All applicants welcome.

Closing date for applications: **17 May 2019**

Social Finance is an equal opportunities employer