



OUR PURPOSE

To be a collaborative, innovative and inclusive learning organisation that provides high quality education, training, workforce development, workforce data and technology for Scotland's health and social care workforce.



OUR VISION

Supporting better rights-based quality care and outcomes for every person in Scotland through a skilled, capable and resilient health and social care workforce.

Design Lead - Public-Facing Services (Principal Lead)

NES Technology Service, Product & Delivery

NHS Education for Scotland (NES)

2024

Location: Flexible Location

Grade: Agenda for Change Band 8B

Salary: £70,986 - £75,937 per annum

Job Status: Full Time, 37 hours per week

Duration: Fixed Term or Secondment until March 2026

NHS Education for Scotland is committed to creating a diverse and inclusive environment for all employees and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation, socioeconomic background, and whether you're pregnant or on family leave.

Candidate Brief

About the Directorate

NHS Education for Scotland (NES) plays a critical role in supporting the health and care sector to have the right people, in the right place at the right time through education, training and workforce development. People are the lifeblood of the NHS and social care; NES is right at the heart of ensuring a future supply. We're also central to delivering digital solutions which enable improvement in service to Scottish citizens and support our workforce to deliver it. Our organisation is full of talented, committed, specialists across health and care disciplines, backed up by excellent support functions. We are highly collegiate, innovative and delivery focussed.

NHS Education for Scotland (NES) is the national health board with statutory responsibilities to effect sustainable change through workforce development, education and training across the health and social care system in Scotland, while working at UK level with partner organisations.

The function of NES Technology Service is to develop and lead a programme of work and services that supports both the corporate functions that allow NES to work and deliver its strategic objective and to deliver against Scotland's Digital Health and Care Strategy.

NES Technology Service (NTS) has been formed with the specific objective of consolidating NES' information-based expertise into a professional, focused centre for information and technical excellence.

It has created a strategic programme for the transformation of digital based services to allow NES to become a leading digital organisation in Scottish Health, digital by default and fully aligned with the Scottish Government's technology strategies.

These responsibilities relate to the core functions of NES in the following areas:

- Design, development, and operation of a technical environment and commensurate digital services to all NHS Scotland, Scottish Government and Care Sector stakeholders.
- Support and development of fit for purpose technology systems and services to allow delivery of national strategic outcomes.
- Communication, support, and leadership in all digital and technology disciplines.
- Impact assessment of new technology services and systems.
- Research and development as appropriate.

About the Role

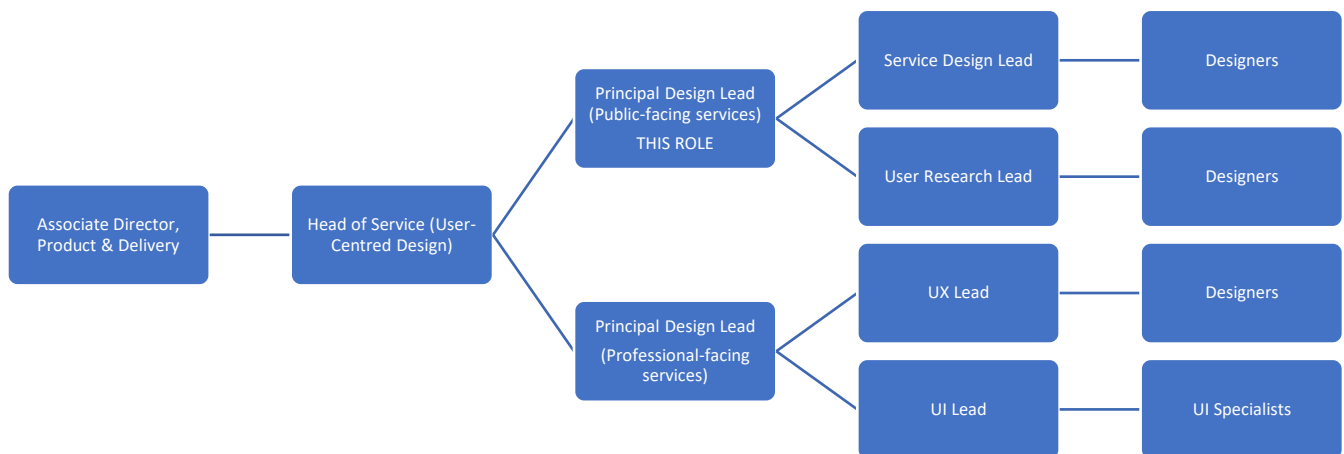
We are looking for an experienced design leader to play a central role within our growing design team.

The Digital Front Door is a major Scottish Government commitment to enable people across Scotland to access their personal health and social care information together with associated functionality. As the Design Lead for public-facing services, you will enable, direct and manage our cross-disciplinary team of service designers, user researchers, UX/UI designers and content designers in service of this work. You will also collaborate closely with product, engineering and testing colleagues to ensure that user-centred design is embedded in making the new public-facing services we are working on are as good for people as possible.

Key tasks will include but will not be limited to:

- Defining and overseeing design work across different design disciplines
- Collaborating with product management and technical colleagues to enable processes for design to best support overall delivery objectives
- Planning design resource allocation across different work areas
- Leading recruitment for new user-centred design roles
- Work with other senior design colleagues to establish efficient and effective design operations
- Act as an advocate and champion for design across NES Technology Service and NES overall
- Articulate any standards our design work will align with and track compliance
- Grow our pattern-based approach to design so that all work can contribute to a growing collection of valuable reusable design assets
- Line management and support of professional development of other design professionals
- Leading by example with hands-on design work when required and appropriate

Team Structure



Applying for the role

Complete the Assessment section of the online application form by referring to the Person Specification and NES Leadership Behaviours** below.

- Complete Question 1 ('Why do you think you are suitable for this role?') by explaining how you meet the criteria in the Person Specification.
- Complete Question 2 ('Why do you want to work for the NHS?') by showing how your own values are aligned with each of the five NES Leadership Behaviours**.

Person Specification

Essential Criteria

These attributes are required for the role. Applicants who do not demonstrate the essential requirements in their application will normally not be considered.

Desirable Criteria

These attributes would be useful for the role. When shortlisting candidates, these criteria will be considered when more than one applicant meets the essential criteria.

Factor	Essential	Desirable
Education and professional qualifications		<ul style="list-style-type: none">• Degree level qualification with in-depth experience plus postgraduate or post registration study, such as that obtained through a master's degree or• SCQF Level 11 equivalence obtained via Professional Development Awards; Graduate or Professional Apprenticeships; and SVQs
Experience	<ul style="list-style-type: none">• Extensive professional expertise in one or more design specialisms• Track record of working on digital products and services	<ul style="list-style-type: none">• Design leadership experience in a public sector environment• Change management and innovation knowledge and expertise, particularly in

Factor	Essential	Desirable
	<ul style="list-style-type: none"> • Demonstrable senior management experience within a large, complex organisation • Extensive track record of collaborating and influencing at all levels within a complex system of stakeholders in public or private sector • Enabling innovation and the delivery of products and/or change aligned to corporate programme objectives • Extensive leadership experience with a clear track record of managing high functioning teams who provide a range of services across multi-disciplinary teams • Experience of communicating and influencing at senior level and of giving presentations at local/national levels • Experienced in leading the planning, execution, and reporting on delivery progress at a senior level • Flexible approach to learning and problem solving • Commitment to own personal and professional development, and that of your team 	<p>complex and multiple stakeholder environment</p> <ul style="list-style-type: none"> • Proven experience in effective collaboration across health and care services and/or education and skills sector • Experience of working flexibly in complex/sensitive environments where the parameters of the job are not necessarily clearly defined • Proven expertise in accessing, analysing and presenting a wide range of complex information to a range of audiences • Experience of working within a Health, Social Care or educational environment
<p>Specific skills, knowledge, and training</p>	<ul style="list-style-type: none"> • A background in planning and operationalising reusable design assets and processes such as a design system, a service pattern library or co-design framework • Effective planning of design capacity and resource allocation across multiple competing projects • Planning and running design projects end-to-end • Knowledge of the logistics and management of co-design and other participative design processes • An understanding of inclusion and accessibility • Strong knowledge, understanding and experience of the challenges within complex organisations and leading through influence • Ability to write concise, accurate, informative papers and reports for Board level audiences 	<ul style="list-style-type: none"> • Specialism in best-practice design tools and software e.g. Figma, Axure etc • The confidence and presence to operate at a senior level and to engage with the NES Board and senior staff across Scottish Government, territorial health boards, care sector and other public sector organisations • Strategic thinker, with an understanding of the long-term vision of the organisation and the ability to contribute to its strategy and long-term plan(s) that will help achieve that vision • Strong understanding of GDPR and data protection, plus appreciation of the need

Factor	Essential	Desirable
	<ul style="list-style-type: none"> • Delivery focussed, you are disciplined and able to define and prioritise what's most important and how to achieve that in the most efficient and effective way • Continually strives to develop processes and ways of working to improve the quality of services • Demonstrable ability to manage internal and external stakeholders across different levels of seniority • Highly effective communicator (written and verbal) with the ability to understand the audience and adapt communication style accordingly • Experienced people manager, establishing career pathways, developing workforce skills capabilities, managing performance, attraction, retention, and encouraging innovation • Proven expertise in using Microsoft 365, in particular Teams, Word, Excel, PowerPoint and SharePoint • Ability to meet the travel requirements of the post • Values driven leadership approach to practice, aligned with core NHS & NES values** 	<p>for discretion and confidentiality in the workplace</p> <ul style="list-style-type: none"> • A clear understanding of the wider combined health and social care system (including the third and independent sector) along with a sound grasp of the Scottish policy context/sector

NES Leadership Behaviours**

The five NES Leadership Behaviours describe how we work at NES, and how we want colleagues to behave, whatever their role:

Inspiring

- Passionate about our purpose and about excellence
- Communicating with enthusiasm
- Innovative and learning from success as well as setbacks

Empowering

- Giving our colleagues space and authority to deliver outcomes
- Investing in learning and development
- Being approachable and open to constructive challenge

Adaptive

- Responding flexibly to changing requirements and helping others to do the same
- Recognising that required expertise may not always sit at the top of the hierarchy
- Actively encourage innovative ideas/input from all levels

Collaborative

- Committed to working together and across professional, clinical, and organisational boundaries internally and externally to achieve our objectives
- Sharing knowledge and skill for the benefit of the organisation as a whole
- Seeking feedback from colleagues to ensure quality

Engaged and Engaging

- Committed to our values, agreed ways of working and our strategic and operational direction
- Visible to our stakeholders and to our teams
- Straightforward and honest in our communications