**Senior Communities**

**and Skills Manager**

**Design Council**

**Welcome from the Chief Executive – Minnie Moll**

I joined the Design Council on March 1st last year and feel so proud to be leading an organisation with such an amazing heritage and reputation. The calibre of our people, the extraordinary talent in our unique network of Experts and the impact we have working with our clients, partners and Government is without comparison. It is a real privilege to be carrying the torch as we enter the next chapter for the Design Council.

That next chapter will be led by our recently announced new mission: Design for Planet.

The greatest challenge of our era is the climate crisis, so as the national strategic body for design, we will be focusing our efforts on galvanizing and supporting the 1.97m people across the design sector to make sustainability central to their work.

Design shapes the world and will have a critical role to play in meeting Net Zero targets and beyond. As a design organisation we have power and responsibility to make a difference.

At the heart of the Design Council are our colleagues. We offer a structured career path, great learning and development, exposure to unique and exciting projects and the opportunity to work with our leading Experts. In addition, our pension scheme goes up to a 7.5% employee and employer contribution, 30 days annual leave (including time off for everyone over the Christmas period) and a range of flexible ways to work as part of our Hybrid Working policy.

At more than at any other time in our long and distinguished history, now is an incredibly exciting time to be at the Design Council.

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# About the Design Council

The Design Council’s purpose is to make life better by design.  And our new mission is to do that by focusing on Design for Planet. There can be no greater cause than fighting to save our precious planet.

Design for Planet will be a theme through all our work to create better places, better products and better processes, all of which lead to better performance. We commission pioneering evidence-based research, develop ground-breaking programmes and deliver influencing and policy work to demonstrate the power of design and how it impacts three key areas of the economy: business innovation, places and public services. We bring together designers and non-designers – from grassroots to government – and share with them our design expertise to transform the way they work.

Good design is inclusive design. We actively aim to employ a diverse workforce, and we have a commitment to do that (see our [Black Lives Matter statement](https://www.designcouncil.org.uk/black-creatives)). We encourage conversations around flexibility in terms of location, hours and other arrangement so we can welcome people with different experiences, backgrounds and perspectives.

**Career Development & Progression**

The Design Council is committed to the learning and development of its colleagues so that they gain the necessary skills to reach their full potential and progress within the profession and within the Design Council. We operate a structured career path on set criteria so that colleagues have a clear understanding of how they can progress and be recognised and rewarded.

**About the Team**

The Design Council is a team of 40 people. As a small team with a massive remit, we work collaboratively within this structure:

This role works across our Championing and Advocacy work, and our Programmes work. This role is line-managed by the Head of Research and Practice, and works closely with our Programme Leads, Director of Place and Chief Design Officer.

**Equality & Diversity**

We value inclusion, equality and diversity, and we know that can only design better for all, when we bring together people from different backgrounds and perspectives. We actively aim to employ a diverse workforce, and we have a commitment to do that (see our [Black Lives Matter statement](https://www.designcouncil.org.uk/black-creatives)).

We are happy to hear about and explore reasonable adjustments that we could make which mean that the role would be attractive to a greater diversity of person. This includes the ability to work from home, flexible working, part-time or compressed hours or other arrangements. As well as wider feedback about the type of organisation we are.

**Benefits**

Design Council offers a number of benefits. Some of them include:

* 28 annual leave days pro rata
* Additional time off over Christmas
* Hybrid working policy – working in office 2 days per week
* Flexible working
* Employee Assistance Programme
* Life Assurance Policy
* Cycle to work scheme
* Buy additional 5 days leave

Reporting to: Head of Research and

Practice

Contract type: Permanent

Salary Band: Professional (Manager)

Salary range: £40,000 - £45,000

**Job Description**

**Senior Communities and Skills Manager**

**About this role**

Our role as national strategic advisor for design is to champion the value of design and create the enabling conditions in which the design sector can achieve that value. Our current mission, Design for Planet, aims to support the 1.97m strong UK design community to design with the welfare of the planet at its heart.

At the centre of our work is a network of 450+ [Design Council Ambassadors and Experts](https://www.designcouncil.org.uk/who-we-are/our-people/experts-ambassadors/), – leading design experts based across the UK who help us advocate for the design sector, help produce thought-leadership; work with us to deliver our design programmes; and share their collective intelligence to create new tools and resources on best and next design practice with the wider design community.

This is a unique opportunity to curate, shape and lead a new engagement and knowledge-sharing strategy with some of the best designers in the country. This role will be responsible for building and managing our expert and ambassador networks; supporting them to advocate for and help create new knowledge around Design for Planet; and convening regular community of practice workshops, talks, roundtables and events.

In addition, they will be responsible for managing the creation of digital content and learning formats for our new skills and innovation hub. They will commission and produce learning content and thought leadership in a range of formats such as films, podcasts, social media stories, essays, toolkits and resource libraries, to help up-skills designers in new practices, methods and contextual issues that relate to designing for planet.

The ideal candidate will be an exceptional relationship builder, community manager and collaborator. You will have a strong sense of how to translate new design practices, skills, tools and methods into accessible learning content in a range of formats and media. You will need an understanding of design, but might be from a related background such as curating, design history, community engagement or learning. You will need excellent communication and facilitation skills.

**What does this role do?**

**Shape and lead our engagement strategy with Design Council Ambassadors**

* Shape and lead an engagement programme so that Ambassadors and Experts feel part of the Design Council family.
* Build and maintain excellent relationships with our Ambassadors, so they feel engaged and ready to advocate for the Design Council and Design for Planet.
* Understand what Ambassadors are currently working on, and coordinate with the communications team to amplify their work.
* Manage and coordinate bi-monthly Ambassador roundtables and meetings and support the Executive in 1:1 meetings with Ambassadors by preparing briefings, agendas and providing secretariat.
* Work with the Senior Policy and Advocacy Manager to bring Ambassadors together to help shape design policy and thought leadership.

**Lead and deliver community engagement for the Design Council experts’ network and curating our community of practice programme.**

* Build and maintain excellent relationships with the Design Council Experts Network and foster networking between experts, as well as ensuring this network represents a diversity of design practices and expertise.
* Bring together our Experts through curating our online and in-person Community of Practice sessions where they can share and explore best practice in Design for Planet, including identifying contributors, building partnerships and managing the sessions.
* Synthesise and create shareable content for the rest of the design community from the expert sessions, contributing to Design Council’s online skills and innovation hub of resources for designers. Content might take the form of learning papers, toolkits, blogs, podcasts, animations and events.
* Manage relevant social media and digital engagement platforms (e.g. Slack, Newsletters) with our experts, and lead on our digital engagement with them.
* Know our experts, and have an understanding of what they are doing and identify opportunities within our work where they might speak or contribute to our Design for Planet work and programmes.
* Support Design Council colleagues to identify experts with appropriate skills and experience to support Design Council projects

**Create learning content, tools and resources for our Skills and Innovation Hub**

* Work with the Head of Research and Practice and Chief Design Officer to shape the strategy for Design Council’s skills and innovation hub, identifying suitable mediums and platforms for producing and disseminating digital learning content.
* Conduct research into best and future practice for Design for Planet, and synthesise it into shareable content in the form of digital learning papers, toolkits, animations, social media posts, blogs etc.
* Develop and deliver a Design for Planet podcast and blog series – coordinating with our Design Council exports.
* Horizon-scanning to identify incredible learning resources that relate to our Design for Planet mission, which we can host on the hub.
* Support the development of digital learning offers for designers.

**Influence**

* Be actively engaged in external networks, gathering insights and best practice in community management and design learning content.
* Actively contribute to internal and external forums on design to identify amazing practitioners who might join our Ambassador or Expert group.

**Corporate responsibilities**

* Proactively identify and manage risks and financial controls in relation to the Design Council and your specific area of responsibility
* Comply with the Design Council’s operational policies and procedures including financial and risk management, project management and evaluation processes, brand guidelines, GDPR, information security and internal health and safety policy

This role will involve some evening work and travel as required in accordance with the needs of the projects and programmes.

**Does this sound like you?**

**Expert Knowledge and Qualifications**

* Academic or professional qualifications in a relevant discipline, or equivalent experience in community management, informal learning, and/or design.

**Experience**

* Extensive professional experience working in community management, community engagement, delivering learning programmes, working in a membership organisation or similar.
* Experience of producing learning content in a range of formats and media (e.g. blogs, learning papers, toolkits, workshops, resources).
* Experience of curating and delivering events and workshops both in-person and online, and of facilitating talks, roundtables and events with a focus on design skills and learning.
* Experience of using digital media to produce and deliver learning content and events.
* Experience of working with different stakeholders and building relationships with senior leaders within and beyond an organisation.

**Skills**

* Exceptional interpersonal skills, including the ability to negotiate with and build relationships with senior leaders in design and a diverse range of practitioners.
* Ability to quickly draw together, synthesise and distil a range of information into accessible and engaging learning content.
* Ability to create toolkits, and also translate new insights into engaging and informative digital content.
* Excellent communication and facilitation skills both written and verbal, with a demonstrable ability at being able to present insights in an engaging, concise and compelling way.
* Strong networking, influencing and diplomacy skills used to raise the profile of the Design Council and our Ambassadors and Expert Network.
* Ability to work collaboratively - building creative consensus, understanding diverse perspectives, and consulting and involving others internally and externally
* Passionate and curious about contemporary design practices, tools and methods and sharing those with a wide range of audiences.
* Good IT skills, including experience working with CRM and an advanced user of all Microsoft Platforms. Confidence in using programmes such as InDesign, Photoshop, Premiere Pro and in audio-recording desirable but not essential.
* Be committed to championing our organisational values through their work: inspiring possibility, boundless curiosity, and powerful together.

**Behaviours**

* **Boundless Curiosity.** Curious in engaging with a breath of designers to advocate our Design for Planet mission.
* **Inspire Possibility.** Passionate about engaging and sharing design knowledge from the wider design environment.
* **Powerful Together.** Inclusive and collaborative and supportive of others across the organisation

**How to apply**

Submit your **CV** (at least 1 page, but no longer than 4 pages), a **covering letter** (at least 1 page, no longer than 2 pages), and links to at least 2 reports where you have been lead-author via the [link](https://designcouncil.peoplehr.net/Pages/JobBoard/Opening.aspx?v=85017c00-ffc5-40c4-b202-ed5183284428). The closing date for all applications to be received is **28 August 2022.**

The Design Council is fully committed to being a diverse and inclusive organisation. We welcome applications from everyone who meets the criteria. If you need any additional support, please do send in an early alert to our email address below.

Further questions can be directed to Ishbel Allotey, HR Manger at the following email address: [recruitment@designcouncil.org.uk](mailto:recruitment@designcouncil.org.uk) but please note that submissions must be made via the link above.