# Data61 Design Thinking Practice Lead

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| Advertised Job Title: | Design Thinking Practice Lead |
| Job Reference: | 75002 |
| Relocation Assistance: | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Percentage of Client Focus - Internal: | 40% |
| Percentage of Client Focus - External: | 60% |
| Reports to: | Engineering & Design Research Director, Data61 |
| Number of Direct Reports: | 0 |
| Functional Area & Delegation: | Research Consulting, delegation rank 3 |
| CSOF | 7 |
| Name and Contact Details For Applicant Enquiries: | Georgina Ibarra, Product & Design Group Lead, CSIRO Data61georgina.ibarra@csiro.au  |
| Contact Details for Applying | Call 1300 984 220 or email careers.online@csiro.au  |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number. Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’)  |

### Role Overview

### The role of the staff in the Research Consulting functional area is to initiate, develop, lead and promote CSIRO's research capability for the benefit of Australia's economy, society/community and/or environment through strategic partnerships with industry. Their primary responsibility is the management and/or leadership of research, client relationships, staff and other resources. They provide scientific/research leadership, devise the research strategy, assume overall scientific responsibility for research, direct the work of others and interpret results. They undertake the establishment and facilitation of multi-team and/or multi-organizational, collaborative research programs leading to the delivery of results to clients. They have an in-depth knowledge of the key drivers /sensitivities of their industry partners and have the ability to influence their strategic direction.

### The Design Thinking Practice Lead will provide both established design thinking methodologies as well as their own proven approaches under the direction of the Engineering & Design Research Director. The outcomes of this will be providing recommendations for a human centred design approach to the implementation and delivery of CSIRO science and technology in new domains and technologies. Some engagements will be clearly defined, others will be nebulous and requiring an experimental and flexible mindset.

The Design Thinking Practice Lead will collaborate closely with a combination of business development partners, commercialisation managers, research directors and science and/or sector leads to develop both early opportunities and investment ready technology with a design thinking framing, ensuring that a deep understanding of the customer underpins our innovations at Data61. Throughout the opportunity development process they will also closely align with product managers and user experience designers to ensure the scope of opportunities supports a product led approach.

This role will also comprise of a strong advocacy element to facilitate the education of CSIRO staff on design thinking practice, continuously improving the team’s capability via transfer of knowledge and experience-based learning. Where required the Design Thinking Practice Lead may also need to coach and mentor teams on applying design thinking approaches independently, supporting the application of the practice to scale across the organisation independent of design practitioners. They will work with the design team to develop and document the design thinking practice approaches and methodologies to mature and scale its application at CSIRO.

### Duties and Key Result Areas:

* Manage key internal and external stakeholders throughout the design thinking process to ensure they are aligned and engaged at every step.
* Experiment with speculative design approaches to test alternative technological futures.
* Prepare and facilitate stakeholder alignment or co-innovation partnership workshops for accelerated insights and project definition.
* Prepare and facilitate design sprints for rapid prototyping.
* Develop, test and refine value propositions.
* Develop entrepreneurial approaches for introducing new products into the market.
* Ideation and low fidelity designs of product or service workflows.
* Visual communication artefacts eg service blueprints, user and data touch point journey maps, presentations distilling insights.
* Written communication documents articulating process and outcomes eg reports on workshops or design sprints.
* Plan, run and report on customer and user research engaging with users/customers and conducting any related research activities, working with product teams to convert insights into requirements that can inform early solution exploration and development.
* Desk research, literature reviews and other activities that can support designing for emerging technology solutions.
* Ability to “own” a project from inception to delivery.
* Set up and track success metrics against a project or engagement.
* Be trusted to act on behalf of Data61 in business meetings with external clients and partners.
* Other duties as directed.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Relevant trade certificate/diploma/bachelor’s degree or equivalent relevant work experience in design or user experience related area.
2. A minimum of 10 years’ relevant professional career experience as a design thinking specialist or ‘generalist’ user experience practitioner.
3. A minimum of 2 years’ experience in a design leadership role, with a proven track record of operating at the executive level as a design advocate.
4. Hands-on commercial or applied experience in a production role.
5. Demonstrated ability to plan, conduct and report on a range of design thinking workshop approaches.
6. Demonstrated ability to lead both early and mid-stage user research and to take a disciplined approach to the capturing and communication of insights
7. Demonstrated ability to deliver a range of low-fidelity solution designs for early validation.
8. Practical experience with Agile and Lean design and development methods including design sprints and rapid prototyping.
9. An understanding of the business side of user experience design, including experience balancing stakeholder requests with user needs, conceptualisation and prioritisation under pressure.
10. Demonstrated experience in facilitating and synthesising stakeholder workshops.
11. Proven history of independently leading end-to-end UX project activities.

## **Desirable**

1. Experience and/or familiarity with speculative design approaches and methodologies.

## **Required Competencies**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other team as well as industry colleagues.
* **Influence and Communication:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals / ideas.
* **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency and understanding through integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
* **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
* **Adaptability:**Is flexible in response to external change or when faced with external constraints. Identified and promotes the opportunities arising as a result of change.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [CSIRO Data61](https://www.data61.csiro.au/) for more information.

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted