Job advert

Deeson is a digital agency that designs and builds high profile, high stakes transformational web platforms.

Our multi-disciplinary agile teams have delivered open source platforms including public-facing websites, intranets, data platforms, business systems and system integrations for some of the biggest brands in the UK.

Our clients include Johnson & Johnson, ITV, BDO, Robbie Williams, the Royal Collection Trust, the Imperial War Museum, and the National Crime Agency.

We've worked hard to create a supportive and challenging workplace at Deeson, where team members have a high degree of ownership and are responsible for defining the ways of working that help them do their best work. Over the past two years our creative work has improved significantly. We're now delivering high quality design work as part of delightful engaging digital experiences.

As part of these plans we're hiring a senior creative role to deliver exciting design work for our clients and help grow our creative team members through inspiring creative leadership.

Who we're looking for

The successful candidate will be passionate about the quality of their own work as well as the work produced by other designers within the team. They'll be as comfortable coaching other team members as they will presenting their own work to clients and colleagues. They'll inspire other team members and continue to drive up the quality of our creative output across the team.

Our work is primarily building and integrating bespoke digital web platforms. Design thinking and creative execution is an integral part of bringing these platforms to life.

We're looking for someone with demonstrable experience in designing a range of digital experiences. They'll have experience of working with clients to design and iterate creative solutions to a range of briefs.

In practice this probably means at least five years relevant experience within a design role within a comparable agency or internal agency setting. Being able to effectively and credibly engage clients and prospects at a range of levels is a must.

This role would suit an experienced senior designer who's seeking an opportunity to develop their career and combine creative delivery with team coaching, mentoring and supervision.

Creative Lead Job Scorecard

Mission.

To take responsibility for the on time, on budget and high quality delivery of interaction and visual design work output by designers at Deeson. To deliver high quality design work for clients based on a detailed understanding of their brand and users. To grow value for Deeson through building client relationships, ongoing services and growth of the Design Chapter.

Values.

Generosity - Ambition - Curiosity

Competencies.

- **Self-organising -** you take responsibility for your own schedule and workload. You know what's expected of you each week and can confidently discuss competing priorities on your time.

- **Teamwork -** you achieve your goals working with your colleagues and clients - you avoid being the hero and you're never a team of one. You understand the reasons for our baseline standards and you stick to them.

- **Integrity -** you set clear commitments and expectations and you do what it takes to meet those commitments.

- **Resilience and tenacity -** you handle the difficult situations. When faced with a challenge, you step up to solve it and do not wait for others to work it out for you.

- **Sensitivity to others -** you are polite and considerate to client and colleagues and understand that we're all working toward the same goal.

- **Strong opinions, lightly held -** you speak up, but you'll listen to critique with open ears.

- **Leadership -** you act as a role model to your project team members and direct reports. You live by best practice and point out when others do not meet your high standards. You anticipate inevitable change and difficulties in your projects and plan proactively to manage change.

- **Decisiveness -** you make well-informed, effective, and timely decisions, sometimes with incomplete data based on good judgement. You perceive the impact and implications of decisions against the bigger picture of both project and the technical team and its standards.

- **Organisational awareness** - you work hard to understand the complex web of people, personalities and relationships inside the organisations we work with in order to effectively guide them through the projects you deliver.

Impact outcomes.

1. **You take responsibility for consistently high quality design work from our designers.**

   a. You support the design team in planning out their work.

   b. You support the design team in executing work on time and on budget.

   c. You support the design team in producing design work that meets our high quality standards our clients set for us.

2. **You support the Design Chapter Lead in helping the team develop their design thinking and skills.**

   a. You provide professional development support and coaching to help hone the skills of our design team.

   b. You work closely with the Design Chapter Lead to plan improvement goals and the future of the Design Chapter.

3. **You build a clear understanding of how the design will meet the organisation, brand and user needs.**

   a. You engage with the client, stakeholder group and project team to build an understanding of the organisation and project.

   b. You develop an understanding of the core users through research activities.

   c. You develop a design brief which may include design principles so the vision is shared and clear.

4. **You deliver and present an on-brand and on-strategy design direction.**

   a. You plan design activities to meet project timelines so we have a clear delivery plan.

   b. Ensure sign off of design direction before commencing evolutionary development.

   c. You identify and address any risks regarding to the delivery of design so we can plan for and eliminate risk as far as possible.

   d. You demonstrate regular progress to stakeholder(s) throughout process so they feel a part of the journey.

   e. You test and validate assumptions and design work as required.

f. You present research findings, solutions and iterations to stakeholders and gain buy-in on direction to build the client's confidence in the direction.

5. **You ensure the deployed work meets quality expectations.**

   a. You deliver component designs that align with the design direction and meet the user story and acceptance criteria specified by the client.

   b. You ensure we meet our high level of quality, using professional judgement, so that we don't put anything in front of clients that reduces their confidence in our delivery.

   c. You ensure the team are working with up-to-date information by updating tickets in JIRA with clear and relevant information.

   d. You present to and include the client throughout the process to ensure they feel part of the process and remain bought in on the direction.

6. **You show a passion for the growth and improvement of yourself and the Design Chapter.**

   a. You challenge, critique and contribute to the user experience and aesthetic design of solutions to push our levels of quality.

   b. You demonstrate commitment and progress in developing professionally in relevant areas for your role.

   c. You actively contribute ideas for and show a willingness to own and participate in the delivery of quarterly goals for chapter growth.

   d. You produce relevant content related to design, creative and UX to raise the profile of the chapter such as blog posts, speaking at events and delivering brown-bags internally.

- **You log 27 hours of valuable, billable work to client projects each week (or your specific agreed target)**
   a. You look forward in Forecast to ensure your planned work is correct and allows you to meet this goal.

   b. You alert your Chapter Lead in advance if you are unable to meet this target.

   c. You prioritise client work up to this target before engaging in other discretionary activities.

   d. You log all work done accurately in Harvest with an appropriate comment.

- **Project teams on which you are the designer, achieve an aggregate client satisfaction score of 80+ across active projects.**
   a. You manage client relationships and expectations so we avoid any unexpected client issues.

b. You build rapport with clients and make efforts to build strong working relationships.

c. You challenge the client's preconceptions and assumptions so that we are adding value through our work.

d. You hold yourself and your teams accountable to a high quality level.

e. You deliver to agreed deadlines and budgets.