



TRANSFORMING THE WAY SERVICES ARE DELIVERED IN SCOTLAND

ARE YOU AN EXCEPTIONAL DESIGNER?

DO YOU WANT TO MAKE SCOTLAND A BETTER PLACE TO LIVE?

We are Snook, a social innovation and service design outfit based in Glasgow. Snook's mission is to transform the way services are delivered in Scotland.

We do this in four ways:

// Embedding design in the public sector

// Educating people in service design

// Co-producing ideas with people

// Doing it in Scotland

We are on the hunt for a new Snookster who is passionate about using design to transform services and experiences.

Your sterling service design skills, graphic design ability and fantastic understanding of everything web-related will be put to the test working on projects spanning across our private, public and third sector client base and our in-house ventures.

You are comfortable with ambiguity and enjoy nothing more than using design to solve wicked problems. You are a natural when it comes to people - whether it be out on the streets talking to communities with a microphone and a camera or interviewing a group of youngsters.

You are a master of the design process and can always envision different ways to tackle briefs and projects. You're on the pulse of technology and business resources that can add value to your work and be used to inspire and direct the great work you're doing.

You are comfortable with understanding how all the pieces fit together into a holistic vision of a customer's experience and a grander mission of Snook's vision for Scotland.

YOU CAN:

- // Navigate adobe software creatively, swiftly and efficiently
(Your graphic ability must be of a very high standard)
- // Make everything ranging from social media to websites happen online
(You must be able to use and design CMS based websites)
- // Lead and facilitate the design process and work closely with a project manager or client
- // Liaise with other project streams and the Design Director
- // Help provide clarity on users and their needs
(Ideally you have led user centred research or have designed and facilitated co-creation workshops before)
- // Form design principles to communicate how an experience looks and feels for a user
- // Manage stakeholders
(You are confident communicating with clients face to face and on the phone, and have the ability to condense your work into a project report for them)
- // Communicate clearly and concisely
(You are able to confidently engage with a wide range of people - chief execs to local school kids)
- // Present all aspects of the design process in a wide variety of contexts
- // Facilitate and design collaborative workshops
- // Translate the design process from any starting point into practical steps of action for you or a team to follow
- // Visually map and describe a user's end to end experience of a product or service

YOU ARE:

- // Awesome
- // Confident
- // Collaborative
- // Committed to Snook's vision to transform Scotland
- // Creative
- // Curious
- // Empathic
- // Professional
- // Thorough - attention to detail while mindful of the big picture
- // Optimistic
- // Visual

Sound like you? Apply by sending a CV, 250 words explaining why you want to be Snookster and 2xA4 sheets of your best work that shows us why you are the right person for this job to jobs@wearesnook.com.

You must be available for a face to face interview on the 17th Feb in Glasgow.

Deadline for applicants is the 10th Feb at 12pm, we will not accept applications after this time for this position. We will let successful interview applicants know they have been selected for a face to face interview on the 13th Feb.

Salary starts at £19,000 per annum.