



## **JOB POSTING**

### **DESIGN LEAD**

#### **ABOUT THIS ROLE**

The First Peoples' Cultural Council is a First Nations-run Crown corporation mandated to support Indigenous language, arts and culture heritage revitalization in British Columbia.

We are currently seeking an experienced **DESIGN LEAD** to support the First People's Cultural Council staff to deliver on our mandate.

#### **SUMMARY**

Reporting to the Director of IT, the Design Lead provides practical support, leadership, and expertise on service design, user experience design, content design and/or strategy. This position works with program areas and users to lead service and content transformation. This role will support the UX and Design needs of FirstVoices and will work directly with the FirstVoices manager on that file. Central to this role is building organizational capacity to embed a human-centred approach to program and service design and delivery. This role will support FirstVoices, the FPCC Grant Portal, and the First Peoples' Map as well as building capacity with internal staff and external partners and users.

#### **WHAT YOU'LL BE DOING**

- Identifies and evaluates opportunities for service and content design improvements and leads the engagement with FPCC staff and users and the planning and implementation of design improvements from problem definition to delivery.
- Applies direct human-centred design research methods such as field studies, interviews, diary studies and usability testing to ensure that design decisions are based on evidence from specific users.
- Leads design outreach with other programs, communities, and other users.
- Mentors staff on design methodology, including deliverables such as service blueprints, experience maps and service prototypes.
- Conducts codesign workshops with staff and end users to generate insight from diverse groups of stakeholders.
- Evaluates impact of enhancements to existing systems, or requirements for new systems taking into consideration the total user experience, and all aspects of product or service as perceived by users.
- Produces and presents research findings, strategy and road map presentations for different audiences.



- Develops and delivers on long term research planning to continuously inform the business.
- Trains staff and builds capacity in design-thinking and human-centred design practices.
- Contributes to the preparation and delivery of a variety of documents and reports.
- Collaborates with managers and staff to provide support and input as needed.
- Works closely with other departments in to support the development and release of services, delivery plans and policies that impact and drive the overarching FPCC digital strategy.
- Attends managers' and staff meetings as required and provides support, input and feedback as needed.
- Performs other duties as required.

## **BASIC QUALIFICATIONS**

### **Education and Training**

- Degree or diploma in Service Design, User Experience (UX) Design, Interaction Design, Computer Science, Communications or Social Sciences **OR** an equivalent combination of experience and/or education.
- 3-5 years' experience in utilizing human-centred design methods to design and deliver services including experience in at least one of the following:
  - User research
  - Content design
  - Inclusive design
  - Prototyping
  - UX design

### **Skills and Abilities**

- Good oral and written communications skills, able to communicate effectively and empathetically with users who have limited technical experience or expertise in person, via email and by telephone.
- Experience with quantitative and qualitative research methodologies.
- Experience developing capacity in human-centred design and providing advice to large and small groups, Executives and individuals.



### **Working Conditions**

- May be required to work evenings and weekends
- Regular travel to meetings throughout BC may be required
- Travel to attend meetings, conferences, seminars occasionally may be required to conferences and communities in B.C. on short notice

For more information about the First Peoples' Cultural Council, visit: [www.fpcc.ca](http://www.fpcc.ca)

Please send a resume and covering letter to [HR@fpcc.ca](mailto:HR@fpcc.ca) by 4:00 pm June 24, 2022.

Submissions from applicants with First Nations, Métis or Inuit ancestry are strongly encouraged to apply and will be given preference. Only short-listed candidates will be contacted for interview. All applications will be treated with strict confidentiality.

The First Peoples' Cultural Council is located in Brentwood Bay, B.C. and is grateful to have our home in the beautiful traditional unceded territory of the WŚÁNEĆ Nation people, in the village of WJOLELP.