# Position Details

## Research Projects – CSOF6

## The following information is for applicants

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| Advertised Job Title**:** | Design Thinking Consultant |
| Job Reference: | 61246 |
| 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: | 20% |
| Percentage of Client Focus - External: | 80% |
| Reports to the: | User Experience Group Leader |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Hilary Cinis  Email: [Hilary.Cinis@Data61.csiro.au](mailto:Hilary.Cinis@Data61.csiro.au)  Phone: 02 9490 5970  Leanne Danh  Email: [Leanne.Danh@data61.csiro.au](mailto:Leanne.Danh@data61.csiro.au)  Phone: 02 9490 5978 |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto: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’)  Please do not email your application directly to Hilary Cinis or Leanne Danh.   Applications received via this method will not be considered by the selection panel. |

## Role Overview

Data61 is the largest data innovation group in Australia. Bringing together CSIRO's Productivity team and National ICT Australia (NICTA), we are unrivalled in our intellectual capital and our network with the global technology marketplace. The combined group will bring together approximately 600 research staff working in digital technologies to create benefit for Australia. Data61 will continue to develop Australia's future leaders with its strong 300+ PhD student program in collaboration with our best universities across Australia.

The role of a Design Thinking Consultant is to work on client and emerging marketing facing projects. You will prepare, design, facilitate and quickly report on innovation style workshops, GV style design sprints and short-term pre-sales design thinking activities. You will work inclusively with stakeholders, users, developers, data scientists and applied researchers. This role will require a high degree of autonomy and the ability to quickly build rapport with new clients and internal teams as well as learn about new domains and technologies.

In this role you will be a design thinking workshop and sprint practitioner, able to lead early stage discovery and exploration activities which may include user identification activities, stakeholder alignment workshops, co-innovation workshops, user needs workshops, desk research, and also provide reports and supporting conceptual communication artefacts (e.g. user and data touch point journey maps, user stories, posters, presentations). We are focused on real outcomes for people using data enabled technology and you will need to have an interest in this area.

In this highly challenging and unique business, you will be part of the User Experience team, working with world class data and technology researchers, software developers and business teams. The Data61 User Experience team has an honest and open approach to UX, constantly reflecting and evolving. The expectation for this role is that you will bring your knowledge and experience to improve the UX team's capability. We are also focussed on educating the rest of the business and innovation ecosystem about good user experience practise and you would participate in various ways with us to achieve this by giving talks, writing blogs and demonstrating the value of design through your work.

The position will be in Data61's Engineering and Design Team with allocation to Business Development leaders and specific project teams. Please note – This is a hands-on production role that requires commercial or applied experience and not suitable for anyone looking to start or complete a design degree, PhD, academic or do purely theoretical work.

## Duties and Key Result Areas:

* Prepare, design, facilitate and quickly report on workshops, GV style design sprints
* Lead operational user and customer identification activities
* Demonstration of working inclusively with external and/or internal stakeholders
* Seek out information for, and conduct desk research to support reports
* Deliver professional reports and supporting conceptual communication artefacts (eg user and data touch point journey maps, user stories, posters, presentations)
* Ability to work with a high degree of autonomy and the ability to quickly build rapport with new clients and internal teams as well as learn about new domains and technologies
* Initiate and extract an early understanding of project requirements including problem/opportunity and value propositions
* Understand iterative and lean user experience design principals
* Provide estimations of effort and time as part of project planning
* Contribute to the understanding of UX across the business through demonstration, delivery, presentations, blogs or other channels
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **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
2. **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
3. **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
6. **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Essential Criteria:

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

1. A relevant tertiary qualification or equivalent experience in areas such as UX, CX, Design Strategy, Design Thinking Consulting
2. Demonstrated professional career experience of approximately 7 years with approximately 5 years in a senior, client facing and consulting role.
3. User centred design expertise in lean UX and qualitative research
4. Workshop design, facilitation and reporting skills
5. Strong written and visual communication skills
6. Strong self-management skills.
7. Exhibits a professional manner in working and communicating with partners, clients and colleagues.

## Special Requirements:

Appointment to this role may be subject to conditions including security/national police/medical/character clearance requirements. Applicants who are not Australian Citizens or Permanent Residents may be required to undergo additional security clearances, which may include medical examinations and an international standardised test of English language proficiency (i.e. IELTS test).- <https://ielts.com.au/>

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!

Find out more about the CSIRO [Data61](https://www.data61.csiro.au/)