

# Human-Centred Design Lead

Oxfam Australia is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam Australia expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

<b>Position Number</b>	582
<b>Classification</b>	Category 2
<b>Section/Unit</b>	Capability and Impact / Oxfam Incubator
<b>Reports to</b>	Director of Capability and Impact and such other persons as directed
<b>Hours of Work</b>	35 hours per week
<b>Suitable for Job Share</b>	YES
<b>On Call Duties</b>	NO

## Scope of Position

Oxfam Australia's new Strategic Framework 2020 – 2025 [insert URL] outlines our direction and strategic priorities and an ambitious transformation agenda encompassing innovation and our workplace culture. We tackle inequality and injustice, which are complex and interrelated systemic problems that cause poverty. We see addressing inequality as comprising four dimensions: first people's justice, climate justice, gender justice and economic justice.

We strongly believe that many deeply entrenched problems - whether they be social, environmental, economic or organisational - can only be solved by working successfully across sectors and fields and by centring the voice and experience of the people and communities affected in the understanding of problems, designing solutions and measuring results.

As part of our new Strategic Framework, we are investing in innovation capability and are bringing into the organisation specialist capabilities in human-centred design, behavioural science, start-up entrepreneurship and agile ways of working. Accordingly, Oxfam Incubator is a new multi-disciplinary team that will work in close collaboration with existing subject matter experts throughout the organisation and with allies and partners in Australia and the Asia-Pacific region.

Oxfam Incubator and the innovation lead role will complement the deep subject matter expertise and insights of our people, partners and allies. Team composition and leadership of projects and initiatives may take a variety of forms: the innovation lead may lead some initiatives and for others may be led by others within the organisation or by partners and allies in the places where we work.

The incubator team will work closely with subject matter experts from across the organisation and our network to bring great ideas to life and solve entrenched problems by applying best practice approaches to problem definition, understanding user needs and behaviour, prototyping and where relevant, commercialisation. The incubator provides colleagues, partners and allies with the support and structures needed to take their ideas and vision to the next stage of exploration. This will provide Oxfam Australia with contemporary practical tools and means to centre the voice and experience of people and communities in our work.

Oxfam Incubator and the innovation lead for human-centred design will be responsible for five main things:

1. Support the fundraising and resource growth team to optimise existing income products and develop new products in order to resource Oxfam Australia's work and ensure our organisational sustainability. This will represent a key priority for the first twelve months of the role.
2. Develop various Oxfam Australia social ventures to achieve our purpose and financial goals.
3. Support Oxfam Australia's aid and development work, Oxfam country office colleagues and local partners and allies in the places where we work with problem solving, innovation, user research and solution design.
  - For example, in allyship with partners and communities and only when sought by them, this team can work with people on the ground to harnesses the knowledge, wisdom and resilience of communities and local partners and provide them with the support and structures needed to take their ideas and vision to the next stage of exploration and hopefully fully fledged results-driven initiatives. The team learns with each project and is able to apply its learning in successive projects and share capability across the region and Oxfam network.
4. Explore new social finance opportunities for Oxfam Australia and help define our strategic positioning in this and other emerging fields of social innovation and aid and development.
5. Embed human-centred design along with the other tools and frameworks of the Oxfam Incubator into our organisational culture and ways of working. This includes working across the organisation to solve problems and be responsible for helping colleagues convert ideas into action.

It is essential for the role holder to possess deep technical excellence and a high level of emotional intelligence, communication skills and collaboration skills. The person will thrive in environments of uncertainty and complexity, be able to work successfully in agile teams, and have a demonstrated growth mindset.

## **Key Responsibilities**

- Provide thought leadership across the organisation in human centred design (HCD) and influence the uptake of human centred design as a cultural practice at Oxfam Australia
- Apply the complete range of HCD design practice including user research and discovery, ideation, prototyping and implementation to problem solving, innovation and improvement projects across the areas of income generation, social ventures, aid and

development programs and organisational development. Perform a leadership role in some initiatives and for others work as part of a team led by other colleagues.

- Conduct user research using established social research methods including interviews, ethnography, surveys and quantitative data analysis
- Combine HCD with disciplines and fields like behavioural science, start-up entrepreneurship, lean start-up, agile, technology and data analytics to provide multidisciplinary service offering where appropriate
- Train, coach and support colleagues, partners and allies in HCD and other innovation methodology and provide technical support where required
- Facilitate workshops and group processes pursuant to Oxfam's feminist leadership principles and build organisational capability in facilitation pursuant to our values and desired culture
- Other duties as requested by the Director of Capability and Impact or members of the executive leadership team

### **Living our Values**

- Accountability – You can set clear goals and monitor personal progress against them.
- Empowerment – You are capable of having open, honest and respectful dialogue with others, respecting and including partnerships and communities perspectives into our working activities.
- Equality – You work to high ethical standards and treat all people with respect.
- Inclusiveness – You embrace diversity and able to enrich work activities with diverse perspectives.
- Sustainability – You are committed to achieving sustainable results in all aspects of their work.

### **Technical Knowledge & Experience**

- Deep theoretical and practical experience in HCD in complex organisational and stakeholder environments. Experience in applying this expertise in environments characterised by shared power, persuasive influence and negotiated outcomes would be highly desirable.
- Undergraduate or post-graduate qualifications in industrial design, psychology, social science, computer science or a related field.
- Initiating and leading complex innovation projects (from a subject matter and stakeholder perspective) while applying agile methodology.
- Advanced research and analytical skills including the ability to practice divergent and convergent thinking; ability to draw on literature, evidence and information from diverse disciplines and fields into practical action; analysing qualitative and quantitative data to draw insights.
- Practical experience in one or more of these areas (or a capacity to learn, apply and master these areas):

- Start-up entrepreneurship (ie, customer development process/lean-start-up, business model canvas, value proposition canvas and utilising personal and professional networks to advance social venture initiatives)
- Agile values, principles and frameworks (in particular Scrum or Kanban Method)
- Application of technology for social impact (eg, software applications, distributed ledger technology, artificial intelligence, data analytics and internet of things)
- Quantitative data visualisation and analysis (including basic statistical inference techniques)
- Best practice workshop and group process facilitation emphasising inclusion, participation and respect

### **Personal Skills & Attributes**

- A demonstrated commitment to Oxfam Australia's purpose and strategic direction, feminist leadership principles, culture and ways of working (the latter defined in our Oxfam 2.0 operating model) [insert URLs]
- Customer and goal focus:
  - Willingness and ability to identify key customers and their needs and an ability to prioritise and meet those needs
  - Determination to see good ideas put into action and successfully completed even when problems arise
- A willingness to take risks and be comfortable with the uncertainty and vulnerability associated with introducing new concepts and approaches and challenging the status quo
- High degree of emotional intelligence and humility:
  - An attitude of humility to value the contribution and insight of others and to recognise that the best ideas are usually the combination of an open-minded team
  - Ability to bring people together to form a motivated team and help create the right environment for a team to work in.
- Excellent communication skills with proven ability to effectively communicate, persuade and negotiate with people from diverse backgrounds and cultures
- Growth mindset, ability cross skill, and ability to learn from failure and mistakes
- Flexibility in work undertaken in order to assist colleagues and the organisation and ability to work in an evolving role and team
- Personal experience of the forms of injustice we seek to address
- Sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities
- Openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work
- Commitment to Oxfam's safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible

## **Travel**

- Subject to public health and government travel restrictions, regular international and interstate travel of up to approximately 12 weeks per year may be required. It is a condition of employment that staff abide by all agency security and safety protocols, policies and procedures and the Oxfam International Security Protocol.

## **Child Safeguarding**

As an agency undertaking work both nationally and internationally and in humanitarian response, OAU takes its duty of care seriously to safeguard children and recognises that it must meet community expectations and the trust placed in its personnel to maintain the highest standards of conduct with children. Therefore, all positions within OAU are required to understand and comply with the Child Safeguarding Policy, Code of Conduct, toolkit and Social Media User Policy.

This role involves making decisions which may affect children, including volunteers and other supporters under the age of 18.