

Design Lead

Position Description

Reporting to:	Head of Strategy and Partnerships	Work location:	Any capital city or otherwise by negotiation
Department:	54 reasons	Budget holder:	No
Team:	Strategy and Partnerships	Direct reports:	No

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 Reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 Reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

The Design Lead is responsible for shaping and improving 54 reasons' service offer and client experience, in line with our ambition to make rights real for children here in Australia. The role does this by:

- Championing human centred design across 54 reasons
- Developing solutions that improve 54 reasons' client experience and outcomes – for tenders, service reviews or pilot initiatives
- Leading research and design with children, young people, carers, our staff and delivery partners

In this way, this role supports us to achieve core [strategic](#) commitments to:

- Listen deeply and respond meaningfully to children's voices, building impact, trust and accountability
- Scale and partner in areas where children's rights are not being met deeply or consistently
- Embed child and client experience as a key input into service and experience design or redesign
- Contribute to wider systems-change initiatives that further children's rights here in Australia
- Ensure our systems and processes are user-centred, easiest for our people and those we work with

The Design Lead sits within our national Strategy and Partnerships team, which is responsible for supporting the organisation to deliver against strategy; build genuine and impactful partnerships; secure and retain impactful business; manage brand and communications, and ensure we meet and beat quality standards.

This role plans and works collaboratively with state and territory based operational leaders, internal and external subject matter experts, service delivery partners, as well as our national Practice and Impact Measurement team.



Here your skills will be valued

Role requirements

Day to day, the Design Lead:

- Leads service and experience design for high value tenders and program innovation
- Acts as a specialist advisor to 54 reasons leaders on best practice design and co-design
- Leads and advise on best practice discovery and co-creation with children, young people and families
- Works closely with operational leaders to identify improvement opportunities informed by client need and feedback

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

Essential knowledge or experience

- Professional experience in human-centred design, service design, social innovation or a related field, applied in social services, education or another social impact organisations that serve children and young people
- Experience working directly with children, young people and their carers
- Ability to communicate complex ideas simply and effectively to diverse audiences through visual storytelling and verbal presentation
- Skilled in running engaging and impactful ideation, research, design or testing workshops with children, families, service delivery partners and/or funders
- Ability to self-organise and 'right-size' to strict timelines, with strong initiative and problem-solving skills and a learning mindset
- Strong commitment to elevating child rights and child participation in Australia

Required qualifications and/or accreditations

- Degree level qualification in a relevant field, or significant equivalent experience

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence: Required
Working with Children Check: Required

Travel: Some travel required
Assets: Laptop