Job Title	**Deputy Director – Product and Service**
Job Purpose	As Deputy Director (DD) for a new and broadened Product and Service team your responsibilities will encompass service and product design, business analysis and business architecture. As a service led organisation post transformation you will be responsible, in conjunction with Service Directors and other key stakeholders, for defining the design strategy for CQC's services and products and the business analysis, processes and architecture that would support the need ongoing change initiatives, projects and continual improvement. In addition to defining the strategy the postholder is responsible for establishing and maintaining standards and guidelines adhering to best practices for quality and consistency. The postholder will lead an expert team of design, analysis and business architecture professionals fostering development and ensure the function remains at the fore of best practice.
Reports to	Director of Change and Improvement
Accountabilities	• Develop the post transformation service and product strategy for CQC by reviewing and improving the end to end journey of CQC's services agreeing clear goals with key stakeholders such as Service Directors • Develop and maintain a product and service blueprint and roadmap that sets out key lifecycle milestones. • Champion user centered design (UCD). Work with other DDs in the function to ensure that UCD is firmly incorporated into change methodology. • Develop the function to include space for innovation and ongoing product & service improvements. • Design and implement common design patterns and components over time to create a simplified and streamlined experience. • Demonstrate the leadership, gravitas and resilience required to influence and engage a wide range of relationships. • Work closely with the Technology function to understand how digital technologies could be exploited to meet business objectives. • Set the standard for all product and service design practices across CQC, act as an Advisor to other functions within the organisation supporting them to embed user focused design in their thinking. • Provide strategic insight and leadership to a team of user centred design professionals spanning, product and service design, business analysis, user research and interaction design.

	• Ensure that Product & Service Design professionals remain at the fore of best practice by creating platforms for learning and the sharing of ideas.
	• Contribute to the user centered design profession across government and own the relationship with Government Digital Services (GDS) bringing benefit to CQC's deliveries.
	• Stay up to date with the latest design trends, technologies and tools
	• To act as the contract owner for externally procured Design services.
	• Ensures that the team bonds and meets regularly with monthly one to one face to face meetings and quarterly full team meetings as a minimum.
Specific skills and experience	• Experience in leading the design, redesign and maintenance of products and services at scale in complex organisations. • Experience managing or leveraging CRM products to deliver operational efficiency • Experience in a business to business or regulatory environment • Capable of engaging and embedding user centred design principles at all levels of the organisation. • Strong knowledge of Business Analysis, frameworks, tools and methodologies. • Experience in using Dev Ops, JIRA or other equivalent tool for the tracking of user stories etc., • Strong track record of delivering innovation and value for money from investment as a result of change. • Experience of leading and developing a product and service design function, building capacity and capability in the discipline. • Ability to coach and lead teams in Agile and LEAN practices • Exceptional influencer, credible and confident. Able to influence at the most senior levels and challenge constructively in order to achieve the right outcome. • Robust understanding of government strategy around digital, data and technology, with experience of aligning this to working practices. • Highly collaborative, with experience of working across organisational boundaries, directing the efforts of multiple professionals to achieve shared goals. • Able to perform effectively when delivering under pressure. • Practical and pragmatic, evidence of translating professional experience and theory into change that sticks and adds value in CQC.

Typical qualifications and professional memberships	• Degree in a relevant course • Agile • LEAN

CQC Leadership Behaviours

Excellence
- Takes responsibility for effective delivery of service area outputs, securing quality outcomes and continuous improvement

- Understands the characteristics of high performing teams and drives delivery in a way that is supportive of our values

- Simplifies complexity and makes decisive decisions

- Links clear and realistic individual goals to that of the organisation and the team

- Demonstrates pride in the organisation and its purpose

- Uses management assurance and risk management practices appropriately

- Facilitates creative thinking and innovative problem solving, promoting the importance of continuous learning and improvement

Caring
- Demonstrates a visible and accessible approach, investing time with teams and individuals in order that they feel valued and supported

- Adopts a coaching approach, practising robust and honest conversations, giving and receiving feedback on performance

- Acts with emotional intelligence to improve employee wellbeing and satisfaction in the workplace

- Demonstrates dignity and respect by valuing the contribution of all team members

Integrity
- Puts the purpose of the organisation at the heart of everything done

- Strives to do the right thing, through role modelling an authentic leadership style and ensuring actions reflect promises

- A constructive approach to mistakes as part of a learning experience and has the confidence to speak up when things don't seem right

- Values different styles, perspectives, backgrounds and experiences, supporting a

diverse, open and inclusive culture

- Acts as an ambassador for service area, the directorate and CQC, demonstrating the highest professional standards in relationships with both internal and external stakeholders

Teamwork
- Facilitates the sharing of best practice across CQC, promoting cross-organisational learning and genuine collaboration

- Maximises team strengths to enhance team performance

- Champions change by building adaptable and resilient teams. Involves others in developing solutions, is responsive to feedback and evaluates the impact of change

- Effectively communicates and shares information in a timely manner to bring about sustainable, positive improvement

- Understands how to link performance management and development so that teams and individuals are supported with their professional and personal growth