

Role profile

Role title	Head of Design	
Reporting to	Reena Sukha	
Team	Client Digital Experience	
Division	Digital and	
Key relationships		
Regulatory status	Certified person (CP): <input type="checkbox"/> Yes <input type="checkbox"/> No	
If CP, please confirm: (i) The type of certified function(s) performed For guidance see <i>Role descriptions – help with defining Certified Persons</i>	Please tick as many as applicable: Material Risk Taker (MRT) Client-dealing function Requires FCA qualification Supervisor/manager of a CP	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Qualifications		
(ii) Mandatory professional qualifications and exams (required for the role)	(ii) Mandatory professional qualifications and exams required under the FCA/PRA SMCR rules or prescribed by Investec (please state N/A if no qualifications/exams are required for this role):	
Team description	You'll be part of our Client Digital Experience team – a few things about us: <ul style="list-style-type: none"> • Our core design team is currently growing, with five UX designers, two UI designers, a service designer and a UX writer on staff at the moment and additional vacancies to be filled • The wider team is made up of about 60 people • We value kindness, collaboration and bringing our whole selves to work • We take a hybrid approach to remote working – you'll be in the office about three days a week, with flexibility if you need it. 	
Description of role and key responsibilities	<p>As the Head of Design at Investec, your role will be to lead our growing design community. You'll advocate for them across the wider business, support them in their growth, and use both your experience and your ears to help them reach their full potential.</p> <ul style="list-style-type: none"> • Your day-to-day will include: • Leading a motivated, confident and happy team 	

	<ul style="list-style-type: none"> • Crafting a deliberate, practical and actionable vision of what design could look like at Investec: you'll join the dots between our various platforms to create an overall experience that's both cohesive yet specific to each client group and their particular needs • Acting as a custodian for our end-to-end experience, accountable for the decisions we make and the direction we take • Challenging decisions, approaches and processes where you believe we can do better • Facilitating cross-collaboration between designers and other specialists • Ensuring the team structure sets each member up with a clear growth path that reflects both their personal goals and the needs of the business • Fostering a design-led culture by evangelising the value of design thinking, upholding our principles and not compromising on quality. • Educating the wider organisation of the value of design - the more our colleagues understand about what we do and what we need to do it well, the more effective we can be • Sharing important context and decisions with the team while simultaneously shielding them from unnecessary pressures and distractions.
Core skills and knowledge	<ul style="list-style-type: none"> • A strong design background, with a portfolio and CV to back up your experience and an informed grasp of all the different disciplines • A kind and empathetic approach to managing, with a focus on supporting your reports' growth and success • The proven ability to cut through ineffective processes and replace them with better versions • A clear understanding of the commercial value of great design and the importance of client-focused, data-driven decisions • Excellent communication skills • Experience of fostering healthy relationships with external partners and agencies to get the best out of both sides • A "leading, not directing" mentality – with a largely senior team already in place, we need someone who sets the standard and empowers their team to meet it.
Any other attributes that would be helpful, but not essential for the role.	Financial services experience may help, but it's not essential

This role description accurately reflects the key responsibilities and associated skills, knowledge and attributes required for to perform this role at this time. It is the responsibility of the employee and manager, to update this profile, (and store against the employee's record), as responsibilities, required skills and knowledge changes.