

MCM.

DOCUMENT

Job Description

JOB TITLE

Mid-weight Strategic Designer

REPORTING TO

Director of Consulting

SUPPORTED BY

Design/Architecture Teams

OVERVIEW

The core activities outlined below represent an overview of the position of a Strategic Designer and should not be seen as a prescriptive list of activities. The level of additional activities will vary depending on the demands of the core role. A flexible responsive approach is vital, together with initiative in identifying and focusing on what needs to be done in order to contribute to the achievement of business objectives and innovation in design.

AIM OF THE ROLE

The role is broad and does not silo responsibilities to either strategy or design on projects but spans both aspects. The Strategic Designer uses strong analytical skills combined with design thinking to gather and process data to develop evidence based strategic project briefs communicated through a combination of clearly articulated sound analytical evidence and supporting creative design solutions. At times they may be required to work on a single aspect of a project but must be adept at both the strategic brief gathering and design stages of the project cycle. The Strategic Designer will be responsible for their own time management to ensure they meet programme and budget and is expected to collaborate with their team to ensure the project objectives are met. They will mostly work on a project from RIBA Stage 0 to RIBA Stage 2. Company policies and procedures must be adhered to in all activities.

CORE ACTIVITIES

Project Responsibilities

Taking responsibility to deliver sound strategic and comprehensive project briefs supported by creative design solutions and using tools and processes including:

- Building evaluation studies in support of due diligence and building selection exercises
- Workshop design and facilitation to deliver vision and brief development workshops
- Interviews to understand user and operational requirements
- Utilising appropriate workplace tools and processes to assist in the gathering and analysis of key client and organisational data. For example, observation studies, online surveys, data analysis, test fits and blocking and stacking
- Creative space planning solutions based on thoughtful interpretation of user requirements and leading-edge thinking
- Assisting in developing operational briefs and change management initiatives
- Drafting progress and final reports and presentations to succinctly and visually present strategic recommendations and design briefs

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- Work with the wider MCM project team to realize creative design solutions that deliver to the project vision and strategic brief
- Work on high level concepts and assist in visualising and presenting this to the client

Project Input

- Manage client relationships to ensure effective communication and ultimately smooth delivery of successful projects
- Address client dissatisfaction rapidly and report to Project Leader
- Work with the Project Leader to ensure that projects are set up correctly in the MCM Union Square project operation system
- Monitor and be responsible for your own project time management against scope and budget throughout project delivery
- Agree any movements and adjustments in client requirements and project scope with Project Leader and External Project Manager
- Ensure project files and reporting documents are maintained at all times
- Mentor and support the rest of the MCM project team, where appropriate
- Attend and take an active role in project meetings with the internal MCM team and external design team
- Report on projects to the Project Leader and assist with any monthly monitoring required

Development of Services & Marketing

- Play an active role in working with MCM colleagues to develop innovative tools and processes to provide a unique and differentiated strategic design offer to our clients in support of our drive for continuous development and improvement
- Assist marketing and business development activities to raise the profile of MCM skills and service
- Periodically attend client and industry networking events and conferences.
- Actively maintain existing and past project and client contacts to contribute to the company's business development network
- Inform clients of MCM services available beyond the current agreed scope for future work, maximizing fee potential

Managing & Mentoring People

- Encourage communications and interactions throughout the business, encouraging and in support of a culture of collaboration and shared problem solving
- Coach and mentor junior colleagues both within your team and throughout the business
- Engender individual responsibility and ownership for tasks
- Actively participate in and promote Continual Professional Development throughout the business

VALUES

One Team - All Strong, All Different, All Supportive – The Same Goal

- Encourage freedom of individual expression
- Work together to achieve team goals
- We are accountable for our individual responsibilities first
- Put special effort into supporting each other to maximize potential
- Identify problems and resolve conflicts within the team
- Employ the power of positive peer relationships

Passionate and Inspiring – Delivering with Compelling Enthusiasm and Creativity

- Don't just say, do: lead by example
- Demonstrate lateral thinking to solve challenges
- Experiment and be prepared to fail; we will support you
- Objectively listen to other people's point of view; challenge and suggest something different
- Debate and explore potential
- Discuss ideas and share what excites us

Honesty & Integrity – Doing What's Right, Not What's Easy

- Openness in all our dealings
- We do what we say and when we say we'll do it
- We treat all fairly
- We listen carefully to understand and address the real needs of our clients within the framework of the contract
- We do not shy away from commercial discussions with clients when needed

Pushing the Boundaries – An Entrepreneurial Spirit

- 'Can do' attitude
- Be adventurous and learn from mistakes
- Be passionate and inquisitive about what you do
- Challenge what's possible and be optimistic about the possible
- Empowered to challenge one and all
- Stretch ourselves in the pursuit of excellence

Nurturing - Releasing the Potential of Our People

- Give honest and constructive feedback
- Support each other to achieve aspirational goals
- Recognise when colleagues are under pressure and offer support
- Actively encourage each other to push the boundaries
- Listen, hear and understand