

Job Description

Job Title:	Systems Thinking and Service Design Partner
Reporting to:	Chief People Officer
Directorate:	
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	July 2026

Job Purpose

To lead the development and embedding of Systems Thinking across Eastlight, ensuring services are designed and delivered from the customer perspective. This role will champion Human-Centric Design and Service Design principles, taking the organisation on a transformation journey to understand customer needs, shape services around user experiences, and inform the future operating model. The role provides leadership for service diagnostics, organisational redesign, continuous improvement, and capability building, ensuring services are effective, efficient, and aligned to future business requirements. Through a customer-led approach, the role will improve customer outcomes, reduce failure demand, drive operational excellence, and help create a sustainable, resilient organisation for the future.

Key Strategic Responsibilities

- Champion Human-Centric Design and Service Design across Eastlight, ensuring customer, colleague and stakeholder needs are at the heart of organisational decision-making and service transformation
- Support the development of and implement an organisation-wide Systems Thinking strategy.
- Lead and deliver service design and operational excellence for the end-to-end customer journey.
- Support EMT with objective insight into organisational performance and customer outcomes.
- Support the development of a customer-centered culture and ways of working, embedding systems thinking principles that connect behaviours, leadership, service delivery and customer outcomes.
- Embed a culture of continuous improvement and evidence-based decision making.
- Ensure strategic change programmes are designed around end-to-end customer journeys, breaking down organisational silos and improving cross-functional collaboration.

Key Functional Responsibilities

- Lead end to end diagnostic reviews across teams including customer services, repairs, lettings, assets and income.
- Identify and support the removal of duplication, failure demand and systemic barriers to service excellence.
- Develop future-state operating models and service redesign plans.
- Design and deliver Systems Thinking training programmes.
- Coach leaders, managers and teams in Systems Thinking, continuous improvement methodologies and problem solving.
- Provide independent insight for EMT and senior leaders regarding system performance and resident outcomes.
- Ensure transformation activity is aligned to customer needs and evidence-based service improvement.
- Monitor and report benefits to EMT/Board from service redesign initiatives.
- Comply with governance and assurance for all organisational change programmes.

Person Specification

Qualifications and Education	Degree level qualification in a systems thinking related subject or demonstratable equivalent professional experience.
Experience	- Proven experience leading organisation-wide Systems Thinking, Service Design and transformation programmes, delivering sustainable customer and business improvements. - Significant experience diagnosing end-to-end services, customer journeys and operating models, identifying root causes of poor performance, failure demand and barriers to effective service delivery. - Demonstrable track record of leading complex cross-functional change and service redesign, delivering measurable customer, operational, financial and colleague outcomes. - Experience influencing, advising and constructively challenging Executive Teams, Boards and senior leaders through evidence-based insight and recommendations. - Proven ability to use customer insight, performance data and organisational intelligence to drive strategic decision-making and continuous improvement. - Experience building organisational capability and culture through coaching, facilitation, leadership development and the embedding of continuous improvement and customer-focused ways of working.
Knowledge and Skills	- Strong knowledge of Systems Thinking, Service Design, Human-Centred Design, operating model development and continuous improvement methodologies. - Ability to use customer insight, operational data and performance information to diagnose issues, identify opportunities and drive evidence-based improvement. - Skilled in facilitation, coaching and capability building, delivering workshops and supporting leaders and teams to adopt new ways of working. - Strong stakeholder management, influencing and communication skills, with the ability to challenge and advise Executive Teams, Boards and senior leaders. - Good understanding of change management, governance, assurance, risk management and benefits realisation within transformation and service redesign programmes. - Ability to balance strategic thinking with practical delivery, working collaboratively across organisational boundaries to improve customer, colleague and business outcomes. - Strong report writing and presentation skills, including the ability to produce clear evidence-based recommendations for EMT/Board.

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| | <ul style="list-style-type: none">• Knowledge of the social housing operating environment, resident expectations, regulatory standards and service performance requirements.• Ability to balance strategic thinking with practical delivery and implementation. |
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