

Be a Design Fellow with the Office of Evaluation Sciences

Apply behavioral insights, measure impact, and help make the Government work for people

The [Office of Evaluation Sciences](#) (OES) is currently accepting applications for a one-year Design Fellow beginning in 2020 in Washington, D.C.

Based at the General Services Administration (GSA), OES is a team of interdisciplinary experts that works across government to help agencies build and use evidence. Team members work alongside agency collaborators to apply behavioral insights, make concrete recommendations on how to improve government, and evaluate impact using administrative data.

OES has completed over [70 randomized evaluations](#) with dozens of agency partners. OES follows the best practices in social science research to build evidence in order to be a [leader in transparency and accountability](#). OES forms innovative partnerships to tackle some of the most pressing challenges in the United States and abroad, such as opioid prescribing, access to healthcare for Veterans, reducing energy use and costs, and improving government efficiency. OES team members apply promising interventions at a national scale, reach millions of people, and work closely with decision makers in government. [Learn about former and current OES team member's experiences here.](#)

Design Fellowship Details

For the first time, OES is looking to bring on an expert in human centered design methods to embed more qualitative approaches into how we develop solutions. This inaugural Design Fellow will join OES on-loan from academic, nonprofit, or government offices on either a reimbursable or non-reimbursable basis. Fellows have come from a variety of universities (e.g., Harvard University, Reed College, and University of Washington), non-profits (e.g., ideas42 and MDRC), and Federal departments (e.g., US General Services Administration, US Department of Labor, US Office of Personnel Management, etc).

Responsibilities of the OES Design Fellow include:

- Drive the incorporation of service blueprints and behavioral maps into all OES projects; including improving existing and creating additional mapping guides, resources and processes
- Serve as an advisor to OES project teams in developing and implementing qualitative research activities as part of the project intervention design phase
- Engage in agency discussions and conversations to better understand barriers and opportunities for process changes; identify opportunities to translate findings from human-centered design research, in addition to insights from the social and behavioral sciences, into concrete recommendations for improving Federal programs
- Apply leading practices in visual and content design into intervention artifacts, supporting OES projects on actual intervention design
- Represent the team by presenting at government and external conferences and meetings as needed

Applicant Profile

The OES Design Fellow must possess a unique set of technical and professional skills. While we are agnostic as to the type of professional roles or formal training, we are seeking an individual that does have experience leading discovery sprints, conducting qualitative customer/user research efforts, and creatively designing products, websites, process changes, and/or communication artifacts. An added edge would be experience serving as a designer in public sector, and even Federal, settings.

Applicants should possess:

- An interest in more deliberately designing project processes that incorporate both quantitative and qualitative research methods and practices.
- Ability to think creatively about how insights from human-centered design methods and the social and behavioral sciences can be translated into concrete solutions that are feasible within Federal constraints
- Curiosity and willingness to learn about Federal agencies and their delivery environment
- Professional experience creating high-quality visual artifacts – letters, one-pagers, logos, websites, other print materials, visual identity kits, etc.
- Excellent project management and organizational skills
- Flexibility, self-motivation, and the ability to manage multiple tasks efficiently in a team
- Exceptional communication and interpersonal skills
- Collaborative nature and willingness to support team members and “dive in” at all stages of design process

Preferred qualifications include one or more of the following:

- Experience working with government programs, policies, operations, and/or data
- Expertise in one or more U.S. domestic policy sectors
- Experience designing evidence-based interventions

Application Details

Applicants may apply by emailing oes@gsa.gov with their resume and cover letter **by Thursday, April 30 at 11:59pm**. A design portfolio link should be included in the resume, or attach a PDF that includes work samples (these can include journey maps, interview guides, materials, or other products you developed as part of previous professional experiences conducting qualitative research to inform solution design). Finalists will be invited to an interview process that will include a design exercise, interviews and a presentation.