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Senior Service Designer

Government Digital Service

Apply before 11:55 pm on Tuesday 17th February 2026



Government
Digital Service

Reference number

447662

Salary

£61,793 - £73,702

£70,219 - £73,702 (London) / £61,793 - £65,163 (National) Based on capability. The base salary of this grade is £61,005 for London and £55,403 for other locations. Offers made above this will be made up with a specialist pay allowance.

Job grade

Grade 7

Contract type

Permanent

Business area

GDS - Digital Identity & One Login

Type of role

Digital
Information Technology

Working pattern

Flexible working, Full-time, Job share, Part-time, Compressed hours

Number of jobs available

1

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Location

Bristol, London, Manchester

About the job

Job summary

The Government Digital Service (GDS) is the digital centre of government. We are responsible for setting, leading and delivering the vision for a modern digital government.

Our priorities are to drive a modern digital government, by:

1. joining up public sector services
2. harnessing the power of AI for the public good
3. strengthening and extending our digital and data public infrastructure
4. elevating leadership and investing in talent
5. funding for outcomes and procuring for growth and innovation
6. committing to transparency and driving accountability

We are home to the Incubator for Artificial Intelligence (I.AI), the world-leading GOV.UK and at the forefront of coordinating the UK's geospatial strategy and activity. We lead the Government Digital and Data function and champion the work of digital teams across government.

We're part of the Department for Science, Innovation and Technology (DSIT) and employ more than 1,000 people all over the UK, with hubs in Manchester, London and Bristol.

The Government Digital Service is where talent translates into impact. From your first day, you'll be working with some of the world's most highly-skilled digital professionals, all contributing their knowledge to make change on a national scale.

Join us for rewarding work that makes a difference across the UK. You'll solve some of the nation's highest-priority digital challenges, helping millions of people access services they need

We are designing and building GOV.UK One Login, a simple, safe, and secure way for people to prove who they are and access government services.

We're also designing and building GOV.UK Wallet, an app for people to save government-issued documents to their phone, so they can show them to prove things when useful.

GOV.UK One Login and GOV.UK Wallet are being made for everyone, to be accessible, inclusive, safe, and easy to use.

We're an ambitious team at the heart of government, full of talented and passionate people. If you'd like to join us in this work, we'd love to hear from you.

Find out more about our work at [the GDS Blog](#).

Job description

As a designer at GDS you'll work in [multidisciplinary teams](#), alongside researchers and developers, to deliver world-class, [user centred](#) public services that meet the [Government Design Principles](#),

You'll help identify and fix some of the toughest problems in public infrastructure and you will be focussing on the design of services at scale. You'll help the government transform the way it delivers services, so that they're more efficient, simpler, faster and easier to use.

You'll be part of a fantastic design community in government, where we share ideas and challenges with 1000s of designers across the public sector. This is a chance to work on services that matter, at a huge scale, with people who value design.

Find out more about what it's like designing in government on our [Design in Government blog](#).

We are recruiting for a Senior Service Designer. You will be working with skilled teams to design, prototype and build multi-channel cross government public services that change lives.

These skills must be demonstrated in your cover letter and portfolio.

As a Senior Service Designer you ll:

lead and coordinate design work in your team, supporting other designers where necessary

work effectively in a multidisciplinary, agile environment, adapting quickly to changes in requirements, priorities or user needs

use research and analytics to understand users needs, identify service failures and test different designs

design collaboratively and in the open, engaging your whole team with the design process and adapting it if necessary

champion accessibility and inclusion, consider the impact of new technologies and ensure that designs meet legal requirements

collaborate with designers in other teams and departments, reviewing each other's work and developing shared patterns

Person specification

We re interested in people who have:

experience in designing services for users in complex environments and for digital and apps

experience in making effective decisions with user research data

experience of working with senior stakeholders and ability to negotiate important design decisions

experience of engaging with people in a variety of ways (eg, workshops or co-design activities)

an understanding of the importance of inclusive, equitable, accessible and sustainable public services

experience of working in an agile, multidisciplinary and collaborative environment

experience of guiding, supporting and mentoring others

Benefits

There are many benefits of working at GDS, including:

- flexible hybrid working with flexi-time and the option to work part-time or condensed hours
- a Civil Service Pension with an average employer contribution of 28.97%
- 25 days of annual leave, increasing by a day each year up to a maximum of 30 days
- an extra day off for the King's birthday
- an in-year bonus scheme to recognise high performance
- career progression and coaching, including a training budget for personal development
- a focus on wellbeing with access to an employee assistance programme
- job satisfaction from making government services easier to use and more inclusive for people across the UK
- advances on pay, including for travel season tickets
- death in service benefits
- cycle to work scheme and facilities
- access to an employee discounts scheme
- 10 learning days per year
- volunteering opportunities (5 special leave days per year)
- access to a suite of learning activities through Civil Service learning

Any move to Government Digital Service from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may however be eligible for other government schemes, including Tax Free Childcare. Determine your eligibility at <https://www.childcarechoices.gov.uk>

Office attendance

The Department operates a discretionary hybrid working policy, which provides for a combination of working hours from your place of work and from

your home in the UK. The current expectation for staff is to attend the office or non-home based location for 40-60% of the time over the accounting period.

DSIT does not normally offer full home working (i.e. working at home); but we do offer a variety of flexible working options (including occasionally working from home).

Things you need to know

Artificial intelligence

Artificial intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and internal candidates may be subject to disciplinary action. Please see our [candidate guidance \(opens in a new window\)](#) for more information on appropriate and inappropriate use.

Selection process details

The standard selection process for roles at GDS consists of:

a simple application screening process - We only ask for a CV and cover letter of up to 750 words and a URL to [your portfolio](#). Important tip - please ensure that your cover letter includes how you meet the skills and experience listed in the person specification section above

a 60 minute video interview. As part of the interview process there will be a scenario based task. Details of the task will be provided to shortlisted candidates in advance of interviews.

Depending on how many applications we get, there might also be an extra stage before the video interview, for example a phone interview or a technical exercise.

In the event we receive a high volume of applications, we will conduct the initial sift against the lead criteria which is:

experience in designing services for users in complex environments and for digital and apps

In the Civil Service, we use [Success Profiles](#) to evaluate your skills and ability. This gives us the best possible chance of finding the right person for the job, increases performance and improves diversity and inclusivity. We ll be assessing your technical abilities, skills, experience and behaviours that are relevant to this role.

For this role we ll be assessing you against the following [Civil Service Behaviours](#):

- working together
- changing and improving
- seeing the bigger picture
- communicating and influencing
- delivering at pace

We ll also be assessing your experience and specialist technical skills against the following skills defined in the Government Digital and Data Capability Framework for the [Senior Service Designer](#) role:

- Agile working
- Communicating between the technical and non-technical
- Community collaboration
- Evidence- and context-based design
- Prototyping
- User focus

Want to know more about who Government Digital and Data are? [Click Here](#)

Recruitment Timeline

Sift completion: week commencing Monday 23rd February 2026

Panel interviews: starting week commencing Monday 2nd March 2026

Candidates that do not pass the interview but have demonstrated an acceptable standard may be considered for similar roles at a lower grade.

A reserve list will be held for a period of 12 months, from which further appointments can be made.

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan](#) and [the Civil Service D&I Strategy](#).

Please note that this role requires SC clearance, which would normally need 5 years UK residency in the past 5 years. This is not an absolute requirement, but supplementary checks may be needed where individuals have not lived in the UK for that period. This may mean your security clearance (and therefore your appointment) will take longer or, in some cases, not be possible.

For meaningful checks to be carried out, you will need to have lived in the UK for a sufficient period of time, to enable appropriate checks to be carried out and produce a result which provides the required level of assurance. Whilst a lack of UK residency in itself is not necessarily a bar to a security clearance, and expectation of UK residency may range from 3 to 5 years. Failure to meet the residency requirements needed for the role may result in the withdrawal of provisional jobs offers.

Sponsorship

DSIT cannot offer Visa sponsorship to candidates through this campaign. DSIT holds a Visa sponsorship licence but this can only be used for certain roles and this campaign does not qualify.

Feedback will only be provided if you attend an interview or assessment.

Security

Successful candidates must undergo a criminal record check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check \(opens in a new window\)](#).

[See our vetting charter \(opens in a new window\)](#).

People working with government assets must complete [baseline personnel security standard \(opens in new window\)](#) checks.

Nationality requirements

This job is broadly open to the following groups:

UK nationals

nationals of the Republic of Ireland

nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\) \(opens in a new window\)](#)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

[Further information on nationality requirements \(opens in a new window\)](#)

Working for the Civil Service

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in

the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Diversity and Inclusion

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan \(opens in a new window\)](#) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

Apply and further information

This vacancy is part of the [Great Place to Work for Veterans \(opens in a new window\)](#) initiative.

The Civil Service welcomes applications from people who have recently left prison or have an unspent conviction. [Read more about prison leaver recruitment \(opens in new window\)](#).

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

Contact point for applicants

Job contact :

Name : gdsrecruitment@dsit.gov.uk

Email : gdsrecruitment@dsit.gov.uk

Recruitment team

Email : gdsrecruitment@dsit.gov.uk

Further information

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should contact gds-complaints@dsit.gov.uk in the first instance.

If you are not satisfied with the response you receive you can contact the Civil Service Commission by email: info@csc.gov.uk Or in writing: Civil Service Commission, Room G/8 1 Horse Guards Road, London, SW1A 2HQ.

