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Interaction Designer

MI5 - The Security Service

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

Reference number

445511

Salary

£60,358

£60,358 with an opportunity to qualify for additional allowances and a skills-related payment under the (DDaT) Digital, Data and Technology Capability Framework.

Job grade

Higher Executive Officer

Contract type

Permanent

Type of role

Information Technology

Working pattern

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

Number of jobs available

1

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Location

London

About the job

Job summary

About us

MI5 keeps the country safe from serious threats like terrorism and attempts by states to harm the UK, its people and its way of life. We carry out investigations by obtaining, analysing and assessing intelligence, and then work with a range of partners, including MI6 and GCHQ to disrupt these threats. Through our protective security arm, we provide advice and guidance to government, businesses, and other organisations about how to keep themselves safe. A role in MI5 means you'll do unique and challenging work in a supportive and encouraging environment, making a real difference to UK national security.

To help you succeed, you'll be working under the Digital, Data and Technology (DDaT) Capability Framework, which recognises and rewards specialist expertise. This framework provides clear guidance for developing your skills and progressing your career, and while it's broadly aligned to the Government Digital and Data Profession Capability Framework, it's tailored to MI5's unique mission.

Like many other big organisations in a data-driven world, MI5 is embarking on a transformation to ensure we keep our edge and continue keeping the country safe, with user-centred design at the heart of this.

Job description

The role

As an Interaction Designer at MI5, you'll design intuitive, user-friendly products that help keep the UK safe. You'll join our growing Experience

Design Team, reporting to the Head of Experience Design and collaborating with graphic designers, user researchers, and service designers.

Your passion, experience, and creative flair will help shape the future of MI5's mission capabilities. The role involves looking ahead to explore emerging technologies while reviewing existing systems and processes to identify improvements, turning insights into impactful solutions.

Key responsibilities include:

- supporting the scoping and planning of design projects under guidance from the team lead.

- working with user researchers to gather and interpret data, transforming insights into solutions that meet user and business needs.

- creating wireframes and prototypes for new products, while clearly communicating complex information to non-technical audiences.

Beyond these core tasks, the role also contributes to design concepts for technology products and other solutions that improve user experience, whether that's process, policy, or even physical spatial design. It involves advocating for users throughout the product lifecycle by running user testing, gathering feedback, and promoting robust UX principles across MI5. Identifying user issues to inform decisions on technology and value for money is another critical aspect of the work.

You can expect occasional UK travel to collect valuable insights directly from users and teams.

Person specification

About you

If you possess experience in delivering successful UX design outcomes across multiple initiatives, both independently and as part of a team, this could be the perfect opportunity for you. Your portfolio will tell the story of your practical ability, showcasing prototypes and artefacts created using tools such as Sketch, Axure, Adobe XD, InVision Studio, or Figma.

But technical skills alone aren't enough. We're looking for a collaborative, imaginative thinker who's ready to challenge organisational norms and bring

fresh ideas to the table. You'll thrive if you're comfortable working across the full product lifecycle and helping colleagues understand how digital technology is changing user behaviour, and the opportunities and challenges that brings.

Key strengths include:

- experience working in an agile, product-driven environment as part of a cross-functional team.

- understanding of user-centred design practices and how to embed them into agile workflows while delivering timely findings.

- excellent communication skills and confidence in explaining design decisions and complex information to a wider team.

Beyond these, the role also calls for independence and good judgement, knowing when to seek guidance, as well as the ability to help colleagues understand how technology is shaping user behaviour. You'll contribute ideas that improve user experience across processes, policies, and even physical spaces.

Benefits

Training and development

From the moment you join us, you'll receive full support. Your first week includes an introduction to our organisation, followed by an induction into the Technology and Product Department, the team you'll be part of. You'll also get guidance from Senior User Researchers and a buddy from the Experience Design team to help you settle in and navigate your new role.

We're committed to developing our staff, and we recognise that this looks different for everyone. To support your growth, we'll use the Digital, Data and Technology (DDaT) Capability Framework as a compass, providing guidance and tools tailored to your needs. This framework helps shape your development journey, offering opportunities to gain qualifications, pursue specialist pathways, and access tailored training, coaching, and mentoring.

Throughout your career, you'll have access to classroom-based and online learning, our own development programmes, and external providers, such as the Nielsen Norman Group.

If you're interested in attending industry events or conferences like UX London, we'll support that too, all during work hours because your development is a priority.

As you develop and maintain your technical skills, you'll have the opportunity to progress through DDaT pay points. This means regularly demonstrating accrediting your skills against the framework. If you fall short of the required skills, we'll provide the support you need to get back on track, as maintaining capability is essential for progression.

Rewards and benefits

You'll receive a starting salary of £60,358 plus other benefits including:

- 25 days annual leave, automatically rising to 30 days after 5 years' service, and an additional 10.5 days of public and privilege holidays.

- opportunities to be recognised through our employee performance scheme.

- dedicated development budget.

- interest-free season ticket loan.

- excellent pension scheme.

- cycle-to-work scheme.

- facilities such as a gym, restaurant, and on-site coffee bars (at some locations).

- paid parental and adoption leave.

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

Equal opportunities

At MI5, diversity and inclusion are critical to our mission. To protect the UK, we need a truly diverse workforce that reflects the society we serve. This includes diversity in every sense of the word: those with different backgrounds, ages, ethnicities, gender identities, sexual orientations, ways of thinking and those with disabilities or neurodivergent conditions. We therefore welcome and encourage applications from everyone, including those from groups that are under-represented in our workforce, such as women, those from an ethnic minority background, people with disabilities, and those from low socio-economic backgrounds.

Find out more about our [culture, working environment and diversity](#) on our website.

We re Disability Confident

MI5 is proud to have achieved Leader status within the DWP's Disability Confident scheme. This is aimed at encouraging employers to think differently about disability and take action to improve how they recruit, retain, and develop disabled people. As a Disability Confident Leader, we aim to ensure that a fair and proportionate number of disabled applicants who best meet the essential minimum criteria for this position will be offered an interview, if it is practical for us to do so (this is known as Offer of an Interview). To secure an interview for this role, the minimum criteria (in order of application process) are assessed at the application sift:

- demonstrate proficiency in delivering successful UX design outcomes across the product lifecycle, having worked on multiple initiatives both as part of a team and individually

- demonstrate an understanding of user-centred design practices and having worked in an agile and product-driven environment

demonstrate the ability to guide and support colleagues in how digital technology is changing user behaviours

There is a wide range of extra support available throughout the recruitment process to enable you to do your best. See our website for information on [reasonable adjustments](#) we can offer.

What to expect

Our recruitment process is fair, transparent, and based on merit. Here is a brief overview of each stage, in order:

1. Application sift, looking at your motivation for the role and the organisation.
2. Competency-based interview with additional technical questions based on the role you are applying for
3. If successful, you will receive a conditional offer of employment, subject to vetting

Please note, you must successfully pass each stage of the process to progress to the next. Your application may take around 6 to 9 months to process including vetting, so we advise you to continue any current employment until you have received your final job offer.

Before you apply

To work at MI5, you need to be a British citizen or hold dual British nationality. Read about our [eligibility criteria](#).

This role requires the highest security clearance, known as Developed Vetting (DV). It's something everyone in the UK Intelligence Community undertakes. Find out more about the [vetting process](#).

Please note we have a strict drugs policy, so once you start your application, you must not take any recreational drugs and you'll need to declare your previous drug usage at the relevant stage.

Before you apply, we advise you to consider setting up a separate email address for your contact with us, to ensure your personal and application correspondence remain separate. Try to avoid having identifying features in your email address, such as your first and/or surname and date of birth. This is

good practice and will help you to manage your application with us more securely.

The role is based in Central London, so you'll need to live within a commutable distance. Please consider any financial implications and practicalities before submitting an application. An interest-free loan is available to assist with relocating into privately rented accommodation to take up the offer of employment.

Please note, you should only launch your application from within the UK. If you are based overseas, you should wait until you visit the UK to launch an application. Applying from outside the UK will affect our ability to progress your application. You should not discuss your application, other than with your partner or a close family member.

Right to withdraw statement:

Please be aware that we reserve the right to bring forward the closing date for this role from the original closing date once a certain number of applications have been received. Please be mindful of this and submit your application at your earliest convenience to avoid disappointment.

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 [developed vetting \(opens in a new window\)](#).

[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

Open to UK nationals only.

Working for the Civil Service

Please note this Post is NOT regulated by the Civil Service Commission.

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

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 : Recruitment Team

Email : careers@recruitmentoffice.org.uk

Recruitment team

Email : careers@recruitmentoffice.org.uk

Further information

<https://www.mi5.gov.uk/careers>