Brian Hendrick

Service Designer

b.r.hendrick@gmail.com
brianhendrick.com
@bhndrck

About

A Service Designer and Product Manager with extensive experience working in agile at scale, delivering end-to-end services, and applying user-centred design within the public sector.

Work

Oct 2017 - Present

Service Designer
Ministry of Justice
Designing for public facing and internal services within the scope of prisoner money. Building prototypes, usability testing, and experience mapping to ensure that end-to-end service delivery is constantly iterating to become more user-centred whilst saving costs.

Apr 2017 - Sep 2017

Digital Product Manager
OxFizz (secondment)
Successfully embedded agile and lean ways of working within the organisation, redesigned service delivery and automated processes to improve the experience of customers, volunteers, and staff.

Oct 2016 - Mar 2017

Delivery Lead / Scrum Master
Her Majesty's Revenue and Customs
Led and managed a small multidisciplinary team to deliver an unprecedented international project which collects data from multinational enterprises and shares it between tax authorities

Apr 2016 - Sep 2016

Strategic Service Design Analyst
Department for Work and Pension
Redesigned legacy services within DWP's digital portfolio to be more user-centred, cost-efficient, and aligned with departmental strategy. Developed business cases for transformational services which were prioritised and implemented by delivery teams.

Oct 2015 - Mar 2016

Digital Policy Advisor
Government Digital Service
Led the delivery and usability testing of a pilot project that researched assisted digital support for identity assurance, the findings were utilised in future iterations of the GOV.UK service manual.

Education

2014 - 2015

MSc Philosophy and Public Policy
London School of Economics

2010 - 2014

BA (Hons) Philosophy and Political Science
University of Guelph

Skills

Agile Delivery	Experience Mapping	Stakeholder Engagement
Design Thinking	HTML and CSS	User Research
Digital Policy	Prototyping	UX / Service Design

Toolset

Adobe Creative Suite	InVision	Microsoft Office Suite
Confluence	JIRA	Sketch
Google Suite	Marvel	Trello

References

Available upon request