

Brian Hendrick

Service Designer

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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