

Principal Design Researcher and Service Designer 60-100% (m/f/d)

Temporär Jobregion: Rotkreuz Stellenprozent: 100%

Beschreibung

As a first-tier supplier to our renowned business partner **Roche in Rotkreuz or Basel**, we are currently looking for a motivated and dedicated **Principal Design Researcher and Service Designer** for a temporary assignment of 7 months, with high probability of extension.

Tasks & Responsibilities

- Leads design research teams in large/global cross-chapters projects
- Navigates the complexity of business objectives and customer needs and translates them into design decisions by applying a solid design thinking process aimed to successfully impact business and customer experience
- Produces key deliverables and leads the client conversation within their discipline
- Analyses and evaluates design challenges from multiple perspectives, and translates them quickly into granular activities for the team
- Translates the client's expectations to detailed team day-to-day workstream work, and is able to speak to this integration in future conversations
- Coaches cross-chapter team members and other designers around design methodologies and best practices contributing to their skills development
- Leads practice discussions and may lead some aspects of team culture and rituals
- Gathers system-level information from multiple sources and communicate clearly to internal clients, users and customers
- Defines workshop goals and objectives, design and plan workshop exercises, facilitates workshop sessions and synthesizes information to support strategic project decisions

Additional tasks

- Supports more senior roles in shaping approaches and pitching work to clients
- Supports more senior roles in managing day-to-day activities, and understands stakeholders' expectations and course-correct deviations in the project plan
- Leads the discussion about domain and regulatory context with clients, users and customers, and incorporates these inputs into design solutions

BERATER



Daniel Dzambo
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Seniority Level
Mitarbeiter

Berufskategorie
Elektro & Mechanik

Stellenprozent
100%

Jobtyp
Temporär

Referenz-Nr.
DDZ-EM-T-57461

Jobregion
Rotkreuz

- Takes part in CXSD work packages aimed to create more efficient and effective processes and practices
- Supports constructive critique and personal feedback opportunities within the team, such as retrospectives, and suggest actions to take
- Creates content to support thought leadership initiatives
- Helps define overarching story and frameworks to be used during client presentations. Communicates storyline to clients at Roche and potential users and customers, as appropriate.
- Represents the CXSD team in Roche events and meetings, and articulates the business value of design
- Actively captures value stories on projects and shares internally or via thought leadership
- Identifies inter-dependencies or risks early on, and propose solutions on how to address them
- Oversees and evaluates new team members during ramp-up. Acts as a buddy

Must Haves

- Strong in-depth knowledge in Design Research and broad knowledge of related design disciplines (i.e. Product Design and Service Design)
- Ability to orchestrate the research activity across multiple projects
- A proven track record in creating experience strategy based on customer insights
- Ability to manage both qualitative and quantitative research methodologies and different data set integration
- Ability to contribute to several products or services that have come to market with ownership of deliverables
- Experience in guiding more junior designers on projects that require in-depth knowledge of healthcare solution areas and related regulations
- Minimum 5-10 years of experience in med. Tech or regulated environments
- Great presentation skills and communicates ideas, solutions and deliverables effectively and logically when asked to
- Strategic thinker and results oriented able to drive experience and business conversations.
- Great team player able to generate consensus and buy-in in complex organizational contexts.
- Curious and humble: develop a learner approach to research and design challenges.
- Creative problem solvers are able to look for the best solution to address the challenge.
- Data driven to ground decision making on a robust understanding of the problem space.
- Often the "back-bone" of projects from beginning to end.
- Usually leads the design process of one or two main projects and also manages design research discussions around similar projects or similar environments.
- Able to communicate organizational and product development changes to cross-chapter team members and other designers.
- Observes project challenges and discusses contingencies and mitigation ideas with project lead.
- Demonstrates resilience in the face of failure, obstacles, or project changes

- Has a deep commitment to the long-term project goals and is able to direct product and design team attention to them.
- Thinks logically and critically about client problems and is methodical and process-oriented on tackling those problems
- Able to work and to manage their project development independently. Requires only minimal guidance from more senior roles.
- Knows how to independently engage and communicate with Roche customers and potential customers to enable customer centricity within projects.

Benefits

- Become part of one of the most prestigious pharmaceutical companies and actively shape the future of healthcare
- Experience a work culture that promotes diversity and inclusion and where all employees feel valued
- Work on a state-of-the-art campus featuring green spaces, meeting areas, and an inspiring atmosphere
- Work with modern and up-to-date tools in an innovative work environment
- Start with a professional onboarding process and a thorough introduction to your new role during the Welcome Days
- Benefit from financial support for your professional development plans
- Enjoy a selection of high-quality meals in modern staff restaurants
- As part of a sustainable mobility concept, on-site parking spaces are available to you
- Take advantage of unbeatable, year-round discounts at renowned retailers and over 200 top brands
- Benefit from fleet discounts when purchasing new cars or receive constant fuel discounts

Are you interested? Do not hesitate and submit your complete application documents online today. We look forward to hearing from you!

Wir wertschätzen Vielfalt und begrüßen daher alle Bewerbungen - unabhängig von Geschlecht, sozialer Herkunft, Religion, Alter und Identität. Zur leichteren Lesbarkeit und besseren Verständlichkeit verwenden wir nur eine Gender-Form. Selbstverständlich sind im jeweiligen Kontext alle Genderformen gleichermassen gemeint.

Unser Bewerbungsprozess

