



Head of Design - Client Services (permanent)

Purpose of this role

The Design team in the Client Services Business unit is responsible for the design quality of all Custom and Strategic Partners programmes including international. The team drives innovation in design of participant and client experiences with IMI, using industry insight, innovative learning methods and technology to create stand-out client experiences and to enable the clients' learning strategies deliver on their business strategies.

The Head of Design– in the Client Services Unit manages a team of 2 designers of organisational development programmes.

The team drives value for IMI in three main ways:

- (1) through the design of customised solutions and strategic partners for IMI-clients
- (2) through new product development for sectoral and partnership programmes
- (3) through ensuring the design is translated into programme build and delivery for a world class customer experience and a commercially robust solution.

The team works along all stages of the product development life-cycle in close collaboration with colleagues in Client development, Marketing, Associate Management, the Operations Delivery team and IMI clients. This involves outlining early stage concepts, crafting descriptions of designs for proposals and tenders and managing the development and quality of in-class materials by contracted associates and ensuring the design is translated into world class programme experiences.

About us

Leadership. It's more than a job – it's a mindset. It's the capacity to inspire, empower and create new possibilities.

IMI's mission, and passion, is to equip leaders to build the future. We are world-class specialists in enabling and inspiring leadership performance. We challenge and support leaders to fulfil their ambition - unlocking their potential and giving them the skills to deliver exceptional performance.

We've been shaping world-class executives for over sixty years. Founded by business leaders, for business leaders, in partnership with UCC's expert research faculty, we deliver intensively practical executive education that works in the real world. Our unique global rankings are a testament to our impact.

Any day spent at IMI challenges assumptions, deepens perspective and amplifies ability to lead. Do you have what it takes to work with IMI? Join us on our mission to equip leaders to build the future, and you will shape the future of leadership in Ireland.

IMI. Inspiring Leadership Performance.

Key Responsibilities

(Key responsibilities include, but may not be limited to):

- Be responsible for designing client solutions as well as inspiring the team to innovate and enable our clients to execute on winning talent development strategies
- Be commercially focused matching client need with IMI ability to deliver
- Lead the team of two OD Programme Designers to best focus their talent and time on developing stand-out and scalable solutions for IMI and its clients
- Schedule the design workload balancing incoming requests and development of new programme concepts.
- Represent a distinctive “IMI approach” to executive learning based on an IMI toolset and learning methodologies
- Lead the design of products that will strategically grow IMI’s evolving Client services portfolio and originate new ideas collaborating with the Associates, Marketing and Client Development Team.
- Actively track market trends and understand specific client needs to ensure designs are aligned with the clients industry and business and are enabling them to develop their talent in a creative and progressive way.
- Lead designs with the Client Development Team and clients in pre sale to enable conversion of opportunities into business won and then through to delivery, ensuring programme delivered is impactful
- Track the design quality from the statement of work to programme delivered and evaluated to enable continuous improvement and inform further innovative solutions.
- Focus on impact for the client and for IMI (agree KPIS)
- Manage the new product development (NPD) process in custom and strategic partners .
- Ensure designs are translated into scalable solutions that are highly valued by participants and the sponsoring companies.
- Be responsible for designing client solutions for specific large opportunities
- Manage the unit in a way which both safeguards IMI design IP and promotes reuse and scalability
- Be an ambassador for excellence in learning design at IMI
- Drive the communications of design both internally and externally with clients and others as a distinctive and core capability for IMI
- Present externally on design at IMI where necessary

Candidate Requirements

- Masters or Equivalent in Management or related field
- Experience in Organisational development, learning & development, online delivery and working closely with commercial team
- Experience applying design methodologies or design thinking to creating customer solutions
- Strong commercial acumen and interest in organisation challenges and growth acting as a business partner to our clients
- Ability to interact at senior and C-level with client organisations representing IMI’s distinctive and innovative approach to organisational development
- Experience applying systematic innovation methods such as design thinking, agile project management, rapid prototyping a plus

- Manage and report on a pipeline of design activity
- Maintain operational pace on multiple projects at once ensuring all stakeholders are kept up to date and have excellent communications skills
- Lead the team to support the business in balancing short term commercial opportunities with longer term product portfolio planning, recognising multiple stakeholder requirements
- Ability to lead a team of intelligent and creative designers in a fast-paced commercial environment in a way which promotes an autonomous and creative work schedule
- Collaborative and inclusive attitude to driving design at IMI
- Ability to interact at senior and C-level with client organisations representing IMI's distinctive and innovative approach to organisational development
- Ability to communicate the vision for a programme or solution (potentially in its early stages) to internal and external stakeholders
- Research skills
- Detail and quality focus

Personal Qualities

- Have a familiarity with modern systematic innovation concepts such as design thinking, ideation sessions, rapid prototyping
- Have a passion for learning and organisational development and new methods that will enhance learning
- Be commercially driven and results focused with a confident sense of where organisational development creates value
- Be comfortable with new technologies
- Have a design-led empathy with the participant experience
- Have a collaborative and open approach to innovation
- Have excellent written skills
- Be ambitious for IMI's growth as a design-led organisation
- Be solution-focused with a passion for successfully implementing new approaches
- The ability to build and maintain a personal ethos of high performance.
- Results oriented, proven ability to reach and exceed goals / targets in a dynamic environment.
- Excellent communication, influencing and presentation skills, with excellent attention to detail.
- Take initiative, with a hands-on execution style.
- Strong ability to build personal rapport with a wide range of stakeholders.
- Superior planning and organisational skills, self driven, well organised, and able to work independently.
- Professional and tactful approach
- Flexible and be able to work outside standard business hours as required. There is a requirement for travel in this role; the successful candidate must be willing to travel nationwide as required.

Please Note that Candidates should have a valid visa/work permit if applicable.

IMI's Values

IMI's Values and Behaviours Framework identifies 6 core Values that we fundamentally believe in as central to our culture, brand and organisational identity.



To ensure IMI recruit the right people to join our team, people who actively reflect our values and culture, we take a competency based approach to interviewing. Candidates called to interview will be asked a series of competency questions to allow them to demonstrate how their knowledge, skills and attitudes align with IMI's values and culture.

How to apply:

All applications must be submitted through IMI's applicant tracking system at:

<https://imi.peoplehr.net/Pages/JobBoard/Opening.aspx?v=92fdd57b-58ae-44a9-9248-b22aef75c54d>

Closing date for applications is Wednesday 27th April 2022

Applications should include:

1. A comprehensive CV giving details of relevant achievements and experience in previous positions as well as your education and professional qualifications.
2. A covering letter that summarises your interest in this position, providing evidence of your ability to match the criteria outlined in the Candidate Requirements.