



Make working for
The City work for you.



Innovation Designer

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](https://www.calgary.ca). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As part of the Collaboration, Analytics, and Innovation (CAI) business unit, The Innovation Lab is an internal consultancy that serves the Corporation through:

- Project consulting through complex, human-centred challenges affecting Calgarians and City staff.
- Professional Learning for City staff to learn and apply innovation methodologies and tools.
- Stewardship of Innovation Networks to enhance relationships across The City and build the network to support innovation.

The Innovation Designer plays a critical role in the Innovation Lab's service delivery. As active innovation and design practitioners, the role works on projects across the organization to relentlessly advocate for and drive for improved services to meet Calgarians diverse needs. Multiple positions are sought to be filled including one focused on supporting the Infrastructure Services (IS) Department on building innovation capacity and solving problems through project-based work; another focused on the Professional Learning (training) and stewarding Innovation Networks for the organization, and lastly a focus on corporate project-based work. Primary duties include:

- Provide innovation subject matter expertise to and deliver innovation projects to improve service delivery within the city, with an emphasis of utilizing human-centered design and systems thinking methodologies.
- Advance the goals of the Innovation Lab program through support of service offerings including projects across the Corporation and within the Infrastructure Services Departments innovation program including proactively identifying and building relationships to support and foster development of more collaborative and innovative teams.
- Work with both project partners and Innovation Lab colleagues to lead, advance and consult on innovation projects, identifying opportunities to build innovation capabilities and cultivate an innovation culture.
- Support the design and delivery of professional development opportunities and experiences for City staff and external partners in civic and social innovation tools and methods.
- Provide expertise in civic and social innovation practices, principles and methodologies including knowledge of trends in civic and social innovation in Canada and globally.

Qualifications

- A degree in Sciences, Arts, Public Administration, Business Administration, Geography, Engineering, Commerce, Urban planning, Communications or a related field plus at least 5 years of related experience.
- Additional skills and experiences in the following will be considered assets: Knowledge and/or experience in service design and relationship building in a complex and political environment; Consulting (or equivalent) in the public, private or not-for-profit sectors; Human-Centered Design, Service Design, Design Thinking, Behavioral Insights, Design Sprint methodology and other innovation methodologies.
- Success in this role requires: The ability to self-direct, working both independently and collaboratively with others to achieve high-quality outputs on multiple concurrent projects; Excellent communication skills for diverse audiences; Superior facilitation skills; Proven experience in adult education and experience design; A bias to action, growth mindset, curiosity, and tenacity to drive impact; Ability to influence without authority both laterally and vertically on projects; Ability to develop relationships and project opportunities; Well-developed facilitation skills and refined political acumen.

Pre-employment Requirements

- Applicants will be tested for appropriate skills.
- Successful applicants must provide proof of qualifications.

<p>Union: CUPE Local 38 Position Type: 2 Permanent and 1 Temporary (up to 14 months) Compensation: Pay Grade 12 \$45.53 - 60.86 per hour (2024 Rates) Hours of work: Standard 35 hour work week Audience: Internal and External</p>	<p>Business Unit: Collaboration, Analytics & Innovation Location: 800 Macleod Trail S.E. Days of Work: This position works a 5 day work week with 1 day off in a 3 week cycle. Apply By: September 23, 2024 Job ID #: 310110</p>
---	--

Apply online at www.calgary.ca/careers