



Office of the
Public Guardian

Role:	Content Designer
Business:	Office of Public Guardian (OPG)
Location:	National
Grade:	HEO
Salary:	HEO National salary range: £34,140 - £37,105. London salary range £38,661- £42,019
Contract Type:	Fixed term – 24 months
Minimum Hours:	

Organisational Overview

The Office of the Public Guardian (OPG) protects people in England and Wales who may not have the mental capacity to make certain decisions for themselves, such as about their health and finance. We are an Executive Agency of the Ministry of Justice (MoJ), set up in 2007 following the introduction of the Mental Capacity Act of 2005.

OPG is responsible for registering lasting powers of attorney (LPA) and enduring powers of attorney (EPA) and supervising deputies who are appointed by the Court of Protection.

OPG is a fantastic place to work offering a range of development opportunities. The OPG is a disability confident employer and is committed to developing a supportive and inclusive environment that reflects the diverse community we serve.

OPG is currently delivering an ambitious transformation programme. This will change the way we provide services and help us meet the growing needs of our users, partners and our stakeholders. It will make sure our users experience a better level of support and will help us to respond to the changing needs of society. Transformation will ensure we can better support adults at risk and create high-quality services that are accessible and affordable.

Team Overview

This role will be vital in contributing towards the design and publication of internal and external materials which support the Public Guardian's statutory duties and

strategic objectives. It sits within the Strategy and Central Services Directorate, within the Policy and Stakeholder Engagement Team, alongside colleagues working on stakeholder engagement, policy, guidance design and publication.

Duties and Responsibilities

We're looking for an experienced Content Designer to help us communicate the work underway with our various modernising transformation projects.

You'll do this by designing content to meet user needs and making complex language and processes straightforward to understand and accessible to all. You'll need to identify who our users are so that you can learn about them and what their needs are, based on evidence from insight and evaluation.

There is an expectation that you will have a dedicated approach to your work and pride yourself on your attention to detail. Outstanding communication skills are a must, as you will be expected to engage with a variety of staff of all grades and experience, needing to tailor your approach to your audience.

This is an exciting, fast-paced role and you must work well under pressure and to tight deadlines, with an ability to adapt swiftly to changing circumstances.

Being customer-focused and user-focused is also essential; you will be expected to design, deliver and publish excellent guidance materials.

There may be a requirement to line manage staff as part of this role; full training will be provided for this.

As a Content Designer, you will:

- Scope, write, edit and publish a variety of internal and external content.
- Oversee and contribute to the development of external facing guidance ensuring it meets accessibility requirements.
- Create and develop accessible versions of OPG materials for publication.
- Carry out regular reviews of published guidance.
- Be accountable for choosing the best format for displaying information to the user.
- Manage relationships with subject matter experts within the department to make sure published external content is accurate.
- Deliver accessible content that is accurate, timely, high-quality, relevant to audience, easily understood and to the organisations style.
- Make sure appropriate content is published quickly and efficiently.
- Manage the production, publication and amendments of external information and guidance on gov.uk pages managed by OPG and ensure content managed by the Government Digital Service is accurate and delivers OPG's strategic objectives.

This is an overview of the role and is not exhaustive. OPG reserves the right to assign other duties commensurate with the HEO grade as required.

Agreed Expectations

The successful candidate will be expected to work from their base location in line with current Civil Service requirements, outside of any reasonable adjustments.

Occasional travel may be required.

Skills & Qualifications

Essential Skills	<ul style="list-style-type: none">• Content development skills, including scoping, writing, editing and publishing a variety of internal and external content.• Experience of creating content that is accessible and usable.• Experience of choosing the best format for displaying information to the user.• Ability to adapt and work flexibly when priorities change.• Ability to pay strong attention to detail.• Ability to organise and prioritise to deliver at pace.• Strong written and oral communication skills.• A strong team player, with a proven ability to collaborate with others to deliver key objectives, projects, and programmes of work.
Desirable Skills	<ul style="list-style-type: none">• Experience with Whitehall publisher.• Experience with Adobe Creative Cloud, particularly InDesign, Photoshop, and Acrobat.• The ability to work on a project and use agile project management principles.• The ability to line manage and set individual objectives to deliver against departmental goals.

Application process

This recruitment will follow the Civil Service Success Profile process. Candidates will be expected to provide a CV and Personal Statement of Suitability of no more than 1000 words in support of your application based on essential and desirable skills.

Interview Process

If you are successful at sift, you will be invited to an interview which will use the Civil Service Success Profiles. At interview, candidates should expect questions on:

- Strengths relevant to the role.

- The following Behaviours at Level 3:
 - Delivering at Pace
 - Working Together
 - Communicating and Influencing
 - Managing a Quality Service

All interviews will be held remotely via MS Teams.

Feedback will only be provided if you attend an interview.

Reasonable Adjustments

At OPG we consider all applications on the basis of merit and want you to feel able to demonstrate your full potential whatever type of assessment is used. If you require any reasonable adjustments for any aspect of the selection process, do not hesitate to get in contact with us.

As a Disability Confident organisation, we will offer a guaranteed interview to candidates with a disability who meet the essential criteria for this role. If you are applying for a role within OPG and would like to be considered under the Disability Confident Scheme, please indicate this in your application and let us know of any reasonable adjustments you may require during the selection process.



For further information on benefits of working for OPG, such as our Flexible Working Policy and a FAQ, please check the candidate information pack attached to this advert.

If your application for this role is unsuccessful, we may offer you an alternative role at the same or lower grade should one be available.