

# Manager – Design Strategy

---

## What is Bridgeable?

We are an award-winning strategic design firm whose mission is to bridge the gap between what organizations know and what they do, delivering shared value to our clients and their customers. We strive to increase our profile as service design leaders in order to have the greatest social impact possible.

In our work with TELUS we took a service design approach to reimagining and re-designing the cell phone renewals experience for their customers, earning us international recognition as the winner, alongside TELUS, of the *Best Commercial Project* at the 2017 Service Design Network Conference (SDN) in Madrid.

Additionally, we've supported Bristol-Myers Squibb (BMS) in the creation of an open-sourced patient communication resource, Universal Patient Language (UPL) and were recognized, alongside BMS, at the eyeforpharma competition, winning the *Most Valuable Patient Initiative* in 2017.

Bridgeable is a multi-disciplinary team — people who, in a different context, might be known as designers, scientists, futurists or strategy consultants. But at the end of the day, we are all translators. We translate knowledge into action, insight into strategy, and strategy into tactics.

## What are we looking for?

We are currently seeking a **Manager, Design Strategy** who will lead a multidisciplinary team to work on pro-bono and internal projects as a part of our Investment and Outreach team. You will lead the team in helping articulate our impact in the service design space, develop new capabilities, create new opportunities and scale our ability to deliver meaningful impact to our clients.

As a Manager, your depth of expertise may be in research, strategy, or service design or visual communications, but your core competency is thinking strategically about problems and facilitating the implementation of real-world solutions. Your job responsibilities include leading small- to medium-sized projects; running work-streams of large projects; preparing proposals in response to internal client requests or pro-bono clients; preparing project deliverables; developing thought leadership in your areas of expertise; providing guidance, oversight, and support to more junior team members.

### Select key responsibilities include:

- Manage team collaboration, with oversight, on projects ensuring deliverables generate shared value for our clients (internal or pro-bono) and their end-users
- Manage client relationships on a day-to-day basis through project work
- Lead facilitation of co-creation sessions with clients and other project stakeholders to build out ideas based on research
- Draft project scopes and proposals and map out resource allocation and requirements
- Understand client's broader organizational goals and ensure this strategic perspective is carried out through design of deliverables

- Support new business development efforts, including opportunity identification, pitching, and closing
- Project management including but not limited to scoping, resource allocation, planning, logistics, and lead for client communication, etc. with oversight as required
- Participate in business development efforts, including identification, pitching, and closing
- Foster overall team development and delegate tasks efficiently to team while providing hands-on support as required
- Grow and mentor talent on team by actively coaching and developing direct reports with the explicit goal of leveling up skills across the team
- Take an active part in directing your guild's development and initiatives in collaboration with guild leads

## Profile of the ideal candidate

You have:

- A master's degree or higher in a pertinent field; or undergraduate degree and equivalent work experience
- Five to seven years of relevant work experience in progressively responsible roles
- Experience working in a consulting environment, or similar client management role
- A passion for improving people's lives through the application of a human-centred design approach

You are:

- A skilled strategist who can dive deep to understand the details and zoom out to reflect on how those impact the bigger picture over the long term
- Experienced in managing teams deliver end-to-end projects with some oversight
- A values champion; growing the skills, knowledge, and expertise for talent reporting into you
- Passionate about improving people's lives through the application of a human-centred design approach

You love:

- Working in an entrepreneurial environment where creative boundaries are broad and natural curiosities are valued
- Applying project management best practices to achieve successful outcomes and broaden the opportunity for impact
- Team management of multi-disciplinary, hyper-creative individuals

## Why work at Bridgeable?

### Great Work Culture:

We understand that you spend a lot of time at work and we invest a lot into making that time enjoyable and energizing. We have created a great space to enable you to comfortably focus your creative energy on your work.

We have built a great team that values initiative, integrity, empathy, adaptability, and transparency, that thrives on working collaboratively to deliver impactful solutions. Our Employee Experience team is dedicated to creating enriching activities, like mindfulness meditation, improv, and summer camp - to relax, invigorate and strengthen the Bridgeable team.

Our entrepreneurial environment gives you freedom to drive your success in this position. We offer you the opportunity to work on groundbreaking initiatives with some of the most innovative organizations in the world. We are constantly investing in ways to improve the impact of design.

As a diverse and growing organization, we value your growth and offer you the space, resources and autonomy to take your career to the next level. Along with providing an incredible amount of on-the-job learning we invest in personal and professional development opportunities. We know that if you are learning, we are learning!

**Great Benefits:**

In addition to the opportunity to participate in impactful work with a passionate team, we also offer a competitive compensation package and share our success across the team. Our benefits package will have all your health, prescription drugs, eye care and dental needs covered and we provide all of our employees with a fitness membership at Goodlife.

We are located in the Liberty Village neighbourhood of downtown Toronto, a vibrant centre for professionals in media, tech and design.

If you are as excited about this opportunity as we are, then we look forward to hearing from you! Apply with cover letter, resume, and portfolio of past work to [careers@bridgeable.com](mailto:careers@bridgeable.com) with the email title: *Manager, Design Strategy*.

We sincerely thank all applicants for their interest in this opportunity with Bridgeable and we will be in touch with those whose qualifications and excitement most closely match with our own.