

# Senior Associate – Design Strategy

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## 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.

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 **Senior Associates in Design Strategy** who will lead teams of biomedical communicators, research analysts and strategists to work on client facing projects in the pharmaceutical industry.

As a Senior Associate your depth of expertise may be in research, strategy, or biomedical 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; participating in the management of client relationships; preparing proposals in response to client requests; preparing project deliverables; developing thought leadership in your areas of expertise; providing guidance, oversight, and support to more junior team members. Some of the tasks involved are:

- Be a leading practitioner of Design Strategy within Bridgeable, creating deliverables that generate shared value for our clients and their end users
- Leading qualitative and quantitative research efforts and providing hands on support in these areas when needed
- Facilitating co-creation sessions with clients to build out ideas based on research
- Manage client relationships on a day-to-day basis through your project work, with a primary focus on helping clients understand the value of the projects you are leading, understanding clients' needs, and troubleshooting project-related issues
- Service blueprinting and experience mapping to articulate experiences and opportunity areas
- Drafting project scope and proposals and mapping out resource allocation and requirements
- Fostering team development and delegating tasks efficiently to team while providing hands on support as required

## What are the Key Qualifications?

You have:

- A master's degree or higher in a pertinent field; or undergraduate degree and equivalent work experience
- At least five years of work experience in progressively responsible roles
- Experience working in a consulting environment, or similar client management role
- Formal people management experience, including performance reviews and participating in decisions for hiring, promotions, and terminations
- A passion for improving people's lives through the application of a human-centred design approach

You are:

- Excellent in written and spoken communication
- Experienced leading teams to deliver excellence
- Confident connecting with experts and potential clients from across industries

You love:

- Workshop facilitation and / or public speaking
- Applying project management best practices to achieve successful outcomes
- Team management of multi-disciplinary, hyper-creative individuals

## Additional qualifications (Nice to haves)

- Past experience applying a human-centred design approach in a consulting context
- Past experience in organizational change management
- Healthcare industry experience (bonus to have)
- Facility with Adobe Creative Suite

## 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 your health and dental needs covered and we provide all of our employees with an optional fitness membership.

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).

We thank all applicants for their interest; however, we will only contact those we feel qualify.