

Associate – 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.

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 to fill a role in **Design Strategy**. This role is a relatively senior one – we are looking for someone who will be able to quickly transition into leading teams of service designers, biomedical communicators, research analysts and strategists. The focus of the role will be working on client-facing projects in the healthcare and pharmaceutical industries.

In this role, your depth of expertise may be in research, strategy, design, or biomedical communications, but your core competency is thinking strategically about problems and facilitating the implementation of real-world solutions.

Your job responsibilities include delivering projects and preparing client deliverables; running projects or work-streams of projects; participating in the management of client relationships; supporting the development of proposals in response to client requests; developing thought leadership in your areas of expertise; providing guidance, oversight, and support to more junior team members.

Some of the tasks involved are:

- Delivering client-facing projects, encompassing some or all of the following activities (and more besides!):
 - Bridging business and end-user needs to come up with creative solutions, often in a highly regulated environment or ambiguous space
 - Collaborating with a multidisciplinary team focused on creating better experiences for users across a multitude of service touchpoints
 - Planning and aiding with the facilitation of co-creation design sessions that elicit candid feedback from stakeholders and inspire participation
 - Designing prototypes, including low fidelity, rapid iterations in co-creation sessions
 - Analyzing qualitative data from research and highlighting patterns for further study
 - Articulating strategic insights from co-creation sessions and telling a compelling story
 - Creating/applying visual frameworks for communicating research insights
- Supporting new business development at Bridgeable, primarily through scoping projects, creating proposals, and writing statements of work

- Managing 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 working on, understanding clients' needs, and troubleshooting project-related issues.
- Enrolling stakeholders in the projects we are doing, by advocating for our design-based approach, the needs of end users, and business needs.
- Fostering team development and delegating tasks efficiently to team while providing hands-on support as required
- Providing mentorship, coaching and guidance to associates at Bridgeable, both as it relates to your craft, and as it relates to being a successful employee at Bridgeable.

As you gain experience and capability in Bridgeable's offerings, this role will evolve to include the following responsibilities:

- Having formal people management responsibilities within the organization, including performance reviews and participating in decisions for hiring, promotions, and terminations.
- Supporting the overall management of Bridgeable, including supporting financial reporting for projects, cross-team knowledge sharing, developing and delivering training, supporting organizational outreach and investment activities, and contributing to the overall employee experience

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 four years of work experience in progressively responsible roles
- Experience working in a consulting environment, or similar client management role
- The ability to work independently and take ownership over projects or significant workstreams
- Experience as a project lead, with demonstrated capabilities in project management
- A passion for improving people's lives through the application of a human-centred design approach

You are:

- A reliable team player
- Experienced working with deadlines and able to prioritize tasks strategically
- Excellent in written and spoken communication
- Experienced in leading teams to deliver excellence
- Confident connecting with experts and potential clients from across industries

You love:

- Workshop facilitation and / or public speaking
- Planning co-creation sessions and participating in workshops
- Prototyping and iterating and prototyping and iterating and prototyping and iterating
- Applying project management best practices to achieve successful outcomes
- Team management of multi-disciplinary, hyper-creative individuals

Additional qualifications (Nice to have)

- Past experience applying a human-centred design approach in a consulting context

- Past experience in organizational change management
- Knowledge of healthcare systems and/or medical science
- Experience with formal people management responsibilities, including performance reviews, hiring, and terminations
- Facility with Adobe Creative Suite
- Experience in the pharmaceutical industry

Depending on the experience and qualifications of the successful candidate, this role may either be filled as a Level 2 Associate, or a Senior Associate.

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