

# FRANCESCA CIGNOLA

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## Profile

I am an innovation and human centred design specialist with deep experience of supporting new ideas from early stage to scale and a passion for developing solutions for a better, more equal and more just society.

I have worked in the UK's top social innovation agencies designing and running programmes to test and scale innovative solutions and developing new services together with users and professionals.

My experience spans across health and care services, local economic development, community engagement and international development.

## Skills and Expertise

- User centred research
- Co-design and prototyping
- Innovation coaching
- Strategy development and implementation
- Scaling and system change
- Designing and managing innovation programmes
- Learning design and capability development
- Business development and account management
- Local economic development, complementary currencies and microfinance

## Experience

### June 18 – current    **Freelance Innovation and Human Centred Design consultant**

- Collaborating with a Munich-based design agency around design thinking capability building in enterprises and service design projects
- Learning Lead for a UK national scaling programme of an innovative community mental health service. Involved in programme and evaluation design, responsible for a learning strategy encompassing adoption and scaling, coproduction and new service model development, using design methodologies to support system change

### Oct 13 – May 18    **Senior Lead - Asset Based Care, Innovation Unit – London, UK**

- Winning and delivering consultancy projects to develop new knowledge and solutions for better public services:
  - planning and leading research, engagement and co-design projects involving service users, frontline professionals and system leaders
  - designing and prototyping new services with users and service professionals
  - coaching and advising entrepreneurial individuals and teams wanting to create better services within the public and third sector
  - designing and delivering learning and development programmes
  - designing and running innovation programmes
  - managing teams and budgets in complex and fast paced projects
- Organisational leadership: responsible for strategy and business development for the health and care programme, responsible for people development and team allocation

**Aug 10 – Oct 13      Development Manager, Nesta – London, UK**

- Design and delivery of Nesta's People Powered Health innovation programme on co-production and long term conditions and of the Cabinet Office's £10M Innovation in Giving Fund (covering fundraising, timebanking, collaborative consumption and complementary currencies):
  - scoping, research programme design and stakeholder management
  - managed phased selection of innovative ideas
  - coached grantee innovators and managed grants
  - design and delivery of high profile national events

**Mar 10 – Aug 10      Analyst, Regional Innovation Funds Advisory Service – Young Foundation, London, UK**

- Research and analysis on a portfolio of innovative projects in the health sector

**Jul 08 – Mar 10      Public Service Delivery Project Manager – National Council for Voluntary Organisations (NCVO), London, UK**

- Responsible for leading and delivering the work of a 1500-member cross-sector network on public service commissioning and delivery. Managed a 200K+ budget and led income generation
- Influenced policy, developed research, publications, training and a programme of events

**Feb 08 – Jul 08      European Project Officer – London European Partnership for Transport, London, UK**

- Project management of EU-funded sustainable transport project COMMERCE
- Facilitated project partnerships and EU funding applications between London Boroughs and international organisations around sustainable transport projects

**Jan 07 – Dec 07      Partnership and sustainability officer (UN Fellow) – World Food Programme (WFP) Ghana Country Office, Accra, Ghana**

- Mapped 60 women's groups in northern Ghana and brokered partnerships with local and international development agencies to enhance their income generating activities as part of WFP Ghana's sustainability strategy

**Aug 06 – Dec 06      Economic Development Assistant, Local Economy and Regeneration team - London Borough of Bromley, London, UK**

- Developed community engagement strategy
- Designed regeneration bids with local businesses for development and social inclusion projects

**Dec 05 – Aug 06      Government Initiatives Team - Training and Development Agency, London, UK**

- Supported learning technologies international pilot project in partnership with Microsoft

**Nov 03 - Jul 04      Microfinance project manager - SOFI, Brussels, Belgium**

- Project design and international partnership development for EU funding bids with social enterprises working on local economic development and microfinance

## Education and professional training

Sept 04 - Dec 05	London School of Economics and Political Science - MSc in Development Management – London, UK (2:1)
Oct 98 - Oct 03	University of Trieste - BSc in International Politics & Economics – Trieste, Italy (110/110 cum laude)
Oct 19 – May 20	UX Design - DesignLab
Sept 17 & Aug 19	Human Centred Design & Prototyping - IDEO
Mar 12	NVQ in Mental Health Work level 2 City and Guilds, London - UK
Dec 08	Social Return on Investment New Economics Foundation, London - UK
Jun 08	European Funding and Project Management Europa Media, Budapest - Hungary
Dec 06	International Development UN staff college, Turin - Italy
Oct 05	Budgeting, monitoring and evaluation Formin, Rome - Italy
Sept 05	Project Cycle Management Formin, Rome - Italy
June 04	The principles of microfinance, Consorzio Etimos, Padova – Italy

## Languages and Interests

**Languages:** Italian, English and French (fluent), German (advanced) and Spanish (intermediate)

**Interests:** Jewellery making; Experimental cooking; Listening to and occasionally playing classical music; Giving a home to stray animals and plants.