

## **Job Profile**

**Job Title: Lead Delivery Manager**

**Job Grade: Level 5 Zone 2**

**Salary Range: £51,542 - £62,995**

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy, we're focused on creating a borough where everyone can live a good life and nobody gets left behind. We're willing to be bold and try new things in the process. Here's where you can help design a better future for us all.

It's an exciting time to join Camden's developing in-house Strategy and Design team. Over the last 18 months we've been learning about the conditions needed to adopt design-led approaches to change.

We have a clear vision - to organise the right people and skills around challenges to deliver the best outcomes for Camden residents and renewal after the pandemic. We have clear priorities through the re-refresh of Camden 2025, and we are ready to get going.

We are building capability across policy, design and delivery, all working across one connected programme of work. The Lead Delivery Manager will lead on agile practice for the Strategy and Design Team, working with an emerging community of delivery managers across the organisation. The team leads major programmes of work that support our vision for a 21<sup>st</sup> century council that delivers on the ambition of We Make Camden. The role will be at the cutting edge of design thinking in Camden, developing policy and service solutions with citizens that lead to change on the ground.

We are a growing team, so there is lots of scope to shape culture, practice and ways of working. Skills are important but equally are characteristics like empathy, humility and kindness.

### **About the role**

The Lead Delivery Manager role is responsible for driving the delivery across the new Strategy and Design team, supporting a cross-cutting programme of work that delivers real change fast. They will work with a core team of policy designers, service designers and user researchers and be part of the service's senior management team, co-designing the service's ways of working from the ground up.

We are looking for a highly experienced and passionate agile delivery manager to help us mobilise and deliver major programmes of change, supported by a growing service design, policy design and research capability. The postholder will be comfortable with supporting multiple project teams to maintain agile rhythms, as well as coaching and supporting team members from a range of different backgrounds and levels of experience working in design and agile environments. A key role will be in supporting capability and learning across the wider strategy family of directorate strategy teams, de-mystifying concepts and building confidence and skills from junior staff to senior leaders.

There are two parts to the Lead Delivery Manager role. The first is **leading the delivery** of core Strategy and Design work across Camden. This includes:

- Organising and strategic programme of work across our wider design family (including digital products and organisational design).
- Helping to maintain delivery momentum across key projects covering debt and financial hardship, housing allocations and safeguarding.

The second part is to help **shape our approach to how we deliver work and embed agile and design ways of working** across our team and the wider organisation:

- You will support team members to deliver at pace, maintaining agile rhythms, and coaching staff with different levels of experience in design and agile environments.
- Help the team and wider organisation embed agile practice as part of a growing design community, strongly linked to the Council's strategy family.
- You will be a leading light in the development of a delivery management community in Camden, showing the value it can bring by getting things done and building a thriving community of practice.
- Help create a culture and practices that support team and individual wellbeing.
- Supporting a changing culture with Camden to be more design-led, human-centred and creating a culture of learning around this.

The postholder will be part of an emerging community of delivery management in Camden working closely with colleagues in our digital product and services team. The role will also support the Council to better understand its pipeline of change activity, supporting better deployment of resources across Corporate Services and the wider organisation.

### **About you**

We're looking for an experienced agile practitioner, who enjoys building teams and mobilising new programmes of work and course correcting where that is necessary. You will be delivery focused, but won't be a purist, and will be excited about taking an agile approach across the cycle of policy development into real change on the ground for residents.

- You will be an experienced delivery manager with experience of government, public services or the third sector.
- You will have a strong track record of delivering major, complex programmes of change and have demonstrated how delivery management has been fundamental to success.
- You will be focused on wellbeing and creating psychological safety within the team and in projects, recognising that this is an essential condition for delivery. You will have the ability to build cooperative, respectful and trusting relationships
- You will have exemplary coaching skills, capable of supporting senior leaders and junior team members alike to work in new ways.
- You will be able to take and organise highly complex information about change activity and make it comprehensible for a range of audiences, turning this into actionable information that supports more effective prioritisation across the organisation.

- You won't be a purist, recognising that agile practice is a tool like any other and must be adapted to its local context in order to succeed.
- You will be excited about working in context where not everybody 'gets it' and be part of building a culture and new ways of working. You will have relevant qualifications or demonstrable experience in agile delivery.

**Work Environment:**

The role will comprise of some office and home working.

**People Management Responsibilities:**

The post has line management responsibilities for the Delivery Manager.

**Relationships:**

The post holder will work with a variety of teams across the organisation and be comfortable engaging and influencing senior stakeholders on complex ideas, issues and new ways of working.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to receive an application from you.

**Politically Restricted Posts**

This post is politically restricted, which means this postholder cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact Gemma Brayson on 020 7974 1585, at [Gemma.Brayson@camden.gov.uk](mailto:Gemma.Brayson@camden.gov.uk).