

## **Role profile - Strategy Delivery Manager**

**Salary:** £49,930-£57,543 (depending on skills and experience)

**Grade:** Zone 5, Level 1

**Term:** Permanent

### **About the Delivery Manager role:**

We're looking for experienced, empathetic, and passionate Delivery Managers to work with multidisciplinary teams across policy, design, service expertise, data and research to help scope, plan, and deliver great work that the organisation can be proud of.

The Delivery Manager will work in one of three teams within Camden's strategy family - Supporting People, Supporting Communities, or Strategy & Design - to create the environment, tools, processes, and culture they need so that team members can bring together their diverse skills, experiences, and perspectives to deliver real change in the borough.

The successful applicant will champion new and different ways of solving problems, promote inclusive and equitable approaches within project delivery, and create a culture of continuous improvement to ensure that we achieve the outcomes that meet the needs and expectations of both our residents and staff in a sustainable way.

The new Strategy Delivery Manager will be comfortable with supporting multiple projects and service teams to adapt and maintain agile rhythms, as well as coaching and supporting people throughout the organisation, from a range of backgrounds and levels of experience, in working in design and agile environments.

The Delivery Manager will be managed by Rich Cassidy, our Lead Delivery Manager.

### **About the skills & mindset the Delivery Manager will need to hone to thrive at Camden**

The Delivery Manager will establish themselves as an expert in bringing about genuine people-centric, design-led change by:

#### **Prioritising & Planning**

- Working with the relevant Head of Strategy and their management team to coordinate and maintain a strategic roadmap of work spanning policy development, service improvement, capability-building, briefings, and the other activities needed to achieve the team's goals;

- Organising and delivering a number of key projects within the Strategy Family, supporting multidisciplinary teams to prioritise purpose and deliver value by identifying and implementing improvements to both products and services, whilst working alongside the relevant strategic leads and sponsors;
- Establishing, adapting, and maintaining agile rhythms across multiple project teams working in different contexts, ensuring the sustainable delivery of key projects, services and products whilst promoting collaboration and psychological safety.

### **Leadership & coaching**

- Working as part of the relevant management team to foster a culture and embed practices that support team and individual wellbeing, create a sense of belonging and purpose, and promote learning and growth;
- Working as part of the Delivery Management Community of Practice, being a champion for agile delivery within the Council and showcasing the value of getting things done whilst supporting the development of team members with different backgrounds and levels of experience working in design and agile environments;

### **Communication & storytelling**

- Gathering and framing information relating to projects and initiatives, making it comprehensible for a range of audiences, and turning this into actionable information that supports prioritisation and decision-making;
- Working with teams to create clear, evidence-based cases for change, project briefs, and work plans.

### **Relationship-building and stakeholder management**

- Building cooperative, respectful and trusting relationships and encouraging open and purposeful conversations within teams to ensure a regular cadence of retrospectives and show-and-tells, constantly working to improve both the outcomes our teams are striving to achieve and how they work to achieve them;
- Introducing relevant, proportionate progress reporting for all teams and projects you are responsible for, working with teams and sponsors to define and report on meaningful success criteria.

This post requires a positive attitude, the use of initiative, and the ability to adapt to changes. The postholder will be encouraged to work in an innovative and creative way that puts people at the heart of our work and the postholder will need to engage regularly with their line manager and team members to determine the most

purposeful, highest priority work and assignments to be carried out and the relevant relationships to be formed to enable this.

### **About you:**

You don't need to have held a role in Delivery Management before in order to apply for this role - you might currently be a Programme Manager, a Community Organiser, a Scrum Master, an expert facilitator, or something else entirely. Whatever your background, you'll enjoy building teams, getting new projects started and adapting an agile approach to progress things from ideas and plans through to the achievement of real change for others.

You'll be comfortable delivering and facilitating progress at the heart of the Council's design-led approach to change, working on complex problems where there's no easy answer and dynamic opportunities where we can be truly innovative and creative.

You'll have a strong track record of working across multiple change projects at different stages of delivery and have demonstrated how a pragmatic, flexible, and people-centred approach to delivery has been fundamental to success. 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 be used successfully.

As well as a commitment to learning and honing your skills, you'll have a creative, problem-solving mindset and be comfortable with complexity. You'll have experience of creating psychological safety and promoting wellbeing within project teams, recognising this as an essential condition for delivery.

### **Working at Camden**

- 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. Hire Me My Way aims to triple the number of available good quality flexible jobs to 1 million by 2020.
- The postholder will need to work some part of each week in the office (5 Pancras Square, London, N1C 4AG) as determined in regular discussions with their line manager and project teams.
- As well as working with members of their relevant team, the postholder is expected to develop and maintain effective and constructive relationships with colleagues across all parts of the Council, including Council leadership and

Heads of Service, as well as Camden residents and other members of the public.

- The postholder will need to work some part of each week in the office (5 Pancras Square) as determined in regular discussions with their line manager and project teams. The postholder will also need to engage regularly with their line manager and others to enable the work and assignments to be carried out and build relationship.
- Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).
- This post has no specific line management responsibilities, but the postholder will be required to manage people on individual projects or programmes of work for which they're responsible and may line manage people in the future as the team and work evolves.

## **Diversity and 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're a truly inclusive organisation that encourages diversity in all respects. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to help us make a real difference to our residents so that equity, inclusion, and justice remains at the heart of everything we do.

To discover more about Camden and our commitment towards diversity, equality and safeguarding, please visit [our recruitment website](#).

## **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 and as accessible as we possibly can for everyone. This includes adjusting or changing the process 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, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.