

Job Profile

Job Title: Operations & Delivery Lead

Job Grade: Level 5 Zone 2

Salary Range: £55,832 - £65,350

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Delivery team at Camden is not just a department within Digital and Data Services. We are the people that enable teams to collaborate and achieve more than the sum of our parts. Laying the foundation on all work to succeed and give teammates the confidence to take responsibility & freedom to make decisions. We provide a framework and culture of openness that allows us to deliver work of purpose and performance against our values.

Delivery is responsible for the end-to-end lifecycle of the project and the collaboration of internal and external project teams. Creating transparent, on-going, relations with the Directorates to ensure trust in our expertise to deliver what is right for their business and end users.

About the role

The role of the Operations Lead is a senior management role within the Digital and Data Services team (DDS):

The role is accountable the continual improvement in ways of working across all departments within DDS. Accountable of resource forecasting, forward planning, and analysis of resource demands. Working closely with each Department Head, Finance and Project Management and to define our staffing strategy, maximising efficiency & effectiveness of all DDS Staff and refining ways of working across the team.

You will also be accountable for the delivery of products and services that are being delivered by multiple teams or have high technical or political risk. You will take responsibility for delivery of a work for specific Services within the Corporate Services Directorate. Acting as the Delivery champion of the division and the trusted partner for more senior stakeholders within the Directorate.

The Delivery Lead is the key escalation point for all delivery matters and determine how cross functional teams within the DDS division deliver against the Corporate Services Directorate's needs.

You will manage and mentor other members of the team through core line management, but also through motivational leadership and guidance. Contributing to the overall development and direction of the Delivery team.

About you

- Entrepreneurial thinker with a love of trying new things and a pro-active can-do attitude.
- Clear communicator who focuses on collaboration and idea sharing.
- Experience of managing and developing a large team.
- Experience of line management, coaching and mentoring of teams of more than 10 people.
- Experience or desire to operate as a strategic leader in the Council.
- Strong interpersonal and people management skills: able to lead, motivate and inspire.
- Experience as a senior delivery professional in an agile environment.
- Experience building influential relationships with internal and external users, suppliers, and partners at senior management level.
- Experience in strategic planning, programme management, group motivation and discipline, imagination, and diplomacy.
- Experience taking part in and leading the procurement exercises.
 - Able to build requirement documents for tendering exercises
 - Able to have hard conversations with suppliers, negotiating to make sure the council gets the best possible value.
 - Knowledge of the cross-government DDAT framework.
 - Knowledge of the cross-government Digital Marketplace and government procurement methodologies.
- Excellent organizational and time management skills.
- Ability to trouble shoot and problem solve.
- Highly organised, with exceptional administration skills and flawless attention to detail.
- Excellent working knowledge of MS Office and Google G-Suite.
- Able to display creative approach to problem-solving and project management in general.
- Experience being solely responsible for complex projects with multiple stakeholders and a minimum value of £1m.
- Knowledge of modern technology, including cloud technology, architecture, agile delivery methods and software practices.

People Management Responsibilities:

- Take a leading role in the council's shift to progressive ways of working while continuously coaching across the organisation.
- Coach your own and other teams to improve their ways of working, to get more productive and effective.

Relationships:

- Act as the champion of the division and the trusted partner for more senior stakeholders within the Directorate, able to offer strategic delivery solutions at the early stages of projects.
- Engage outside the organisation, promoting what we do; blog as necessary; do public speaking and attend events and community meetups to help us

learn. Take an active part in the local government digital community.

Main Duties:

Forecasting/Planning

- Working alongside Delivery Leads and Project Managers to identify upcoming spikes in team requirements, measuring against existing work including:
 - Weighting priority
 - Identifying the best possible staffing solution (whether that be perm, freelance or vendors)
 - Cost implications.
- Ensuring requirements and plans are in-line with business ambitions, team plans and individual staff goals liaising with HR Department Head in a continual planning process.
- Utilise internal and external people data to gain insight and drive business decisions.
- Manage the quarterly staff planning session working with Department Heads to ensure that teams have the right level of staff within teams.

Strategic

- Leading the development of new practices; work across the council and outside to develop the team, the skills within it and with others to champion cross-functional delivery.
- Be responsible for forward planning to future proofing solutions.

Delivery

- Deliver complex digital services by being the delivery manager for multidisciplinary teams.
- Lead on a range of Agile and Lean tools and techniques. Providing coaching on these tools and techniques in and outside of your team.
- Lead inspection of team practice; ensure a regular cadence of retrospective; review other teams' work and help them improve; constantly work to optimise flow
- Plan beyond product delivery, identifying dependencies in plans across services and co-ordinate delivery.
- Undertake and receive peer reviews from other local authorities and central government.

Process & Tools

- Optimise the operational efficiency across the DDS departments.
- Design, implement robust workflow systems across all departments within DDS and manage peaks/troughs of delivery/work throughout.
- Look at department and their staffing budgets and sign off any freelance that is needed for each.
- Working with Department Heads & Finance on budget creation and approval.
- Being the key communicator/enforcer in ensuring all the departments and the heads of each of those adhere to the new processes.
- Responsible for the resourcing process and framework including escalations to senior management where required standards are met.
- Work with Department Heads to review existing ways of working, making improvements, and documenting the individual processes.
- Understanding and monitor all working processes, ensuring that where it is not adhered to managing the escalation with Department Heads.
- Working with Heads of Department to build / continually review and improve team structures and skillsets.
- Responsible as not only a super user of process tools used i.e. JIRA, but also their touch points within the process and where improvements can be made.

Resourcing & Reporting

- Ultimately accountable for the freelance spend vs budget.
- Ensure monthly alongside finance/purchasing that all invoices match submitted timesheets.
- Freelance talent acquisition including communications with the candidate/agency, review and vetting of CVs and portfolios with Department Heads/Project Leads and the requisite steps and administration of onboarding.
- Identify, create, and produce management information, dashboards and insights for our Senior Leadership Team.
- Identifying trends and patterns within data and reporting surrounding the resourcing process and in turn developing a narrative to the reasoning behind and a proposed solution to certain patterns.

Leadership

- Communicate effectively across organisational, technical and political boundaries, understanding the context.
- Make complex and technical information and language simple and accessible for non-technical audiences.
- Advocate on behalf of a team and communicate what it does, to create trust and authenticity.
- Be the main escalation point for all resourcing issues; reach negotiation where people require different outcomes; know where to compromise; ensure the team works as a single unit.

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 talk

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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). 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 us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,