

Role profile - Strategy Delivery Manager (The Way We Work)

Salary: £52,282

Grade: Level 5, Zone 1

To get a better sense of whether this role would be right for you, and to find out more about the work we do, we hope you'll take us up on the offer to get in touch with Rich Cassidy [via email](#), and/or [book in a short, friendly chat directly](#).

About the Strategy Delivery Manager role:

We're looking for an experienced Programme Management or Delivery Management professional to deliver the portfolio of work associated with The Way We Work. The Way We Work is the Council's plan to bring about the organisational change and expanded capability required to achieve the ambitions for the borough set out in our corporate strategy, We Make Camden.

Over the next two years, the Strategy Delivery Manager will help ramp up activity and build momentum across The Way We Work portfolio by working with multidisciplinary teams across HR, organisational development, corporate strategy, policy and service design, participations and comms, data and research, and resident-facing service delivery to help scope, plan, and deliver great work that the organisation can be proud of. This will require creating the environment, tools, processes, and culture both The Way We Work team and Council leadership need in order to bring together their diverse skills, experiences, and perspectives to deliver real change throughout the organisation and exemplify Camden's approach to relational leadership.

The successful applicant will champion new and different ways of solving problems, promote inclusive and equitable approaches within project delivery, create a culture of continuous improvement and meaningful engagement with staff at all levels to ensure that we achieve the outcomes set out in The Way We Work in a sustainable way.

The new Strategy Delivery Manager will be comfortable supporting multiple programmes and projects to adopt and maintain agile rhythms, as well as coaching and supporting people throughout the organisation, from a range of backgrounds and levels of experience, to adapt design-led, agile delivery methodologies to organisational development and culture change work.

In this role, the appointed candidate will also be responsible for influencing and aligning other programmes within the Council to the strategic goals of The Way We Work portfolio. They will actively engage with and guide various programme leads and teams across the organisation to ensure their initiatives are in harmony with the overarching vision of The Way We Work. Additionally, the Strategy Delivery Manager

will provide clear, timely, and impactful updates to our organisational leadership, including both political and officer leaders, ensuring they are well-informed of progress, challenges, and key decisions required to sustain momentum and achieve our collective goals. As one of the primary points of contact for The Way We Work programme, the Strategy Delivery manager will need excellent stakeholder management and leadership skills, able to independently resolve areas of uncertainty or and provide recommended guidance when new challenges and opportunities arise.

The Strategy Delivery Manager will be managed by Rich Cassidy, our Head of Strategic Delivery & Operations, and be part of the Council's Strategy Delivery Management practice.

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

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

Prioritising & Planning

- Working with the Director of People & Inclusion, Director of Strategy & Design, and the wider programme team to coordinate and maintain a strategic roadmap of work spanning policy development, service improvement, capability-building, corporate narrative development, and the other activities needed to achieve the goals of The Way We Work;
- Overseeing, coordinating, and driving the delivery of the portfolio of programmes and initiatives aligned to The Way We Work, including flagship programmes within Housing, Adult Social Care, Children's Social Care, and experiments into new models of service delivery.
- Supporting multidisciplinary teams to prioritise purpose and deliver value by identifying and implementing improvements and changes policies, ways of working, service delivery and people management, whilst working alongside the relevant programme leads and sponsors;
- Establishing, adapting, and maintaining agile rhythms across The Way We Work portfolio, acknowledging and allowing different teams to work according to their specific contexts, whilst ensuring the sustainable delivery of key initiatives whilst promoting collaboration and psychological safety.

Team & organisational dynamics

- Working as part of The Way We Work 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;
- Establishing the processes across The Way We Work activity to build good habits around learning and continuous improvement relating to culture change and organisational development;
- Leading the The Way We Work team in designing and implementing best practice organisation development and culture change endeavours to serve as a model for the Council as a whole;
- Excellent leadership and adaptability, able to adapt to dynamic and evolving programme needs with the capability to independently resolve uncertainties, provide recommended guidance, and navigate new challenges and opportunities.
- 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 The Way We Work portfolio, making it comprehensible for a range of audiences, and turning this into actionable information that supports prioritisation, decision-making, and removing barriers to effective delivery;
- Working with teams to create clear, evidence-based cases for change, comprehensive work plans, and compelling updates that don't shy away from the complexity of the work;
- Strong communication skills to provide clear, timely, and impactful updates to leadership, translating complex progress and challenges into actionable insights.

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 we're striving to achieve and how we're 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 Strategy Delivery Manager position before in order to apply for this role - you might currently be a Programme Manager, a HR Professional, a Programme Lead, or something else entirely. However, whatever your background, you will need to have experience of connecting, coordinating, supporting and strengthening the delivery of a number of complex programmes and projects in a domain requiring a deep understanding of organisational culture and ways of working.

You'll get the most out of this role if you're willing to get stuck into the intricacies and nuance of achieving lasting, tangible culture change in an organisation of passionate and caring individuals. As The Way We Work programme grows in maturity, you'll need to help us adapt to new and evolving insights and help us maintain momentum as we repeatedly progress from ideas and plans through to the achievement of real change for our staff and residents.

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.
- 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 other organisations and partners who support the delivery of the aims and ambitions of The Way We Work Programme.
- 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 relationships.
- Some posts at Camden are politically restricted, which means individuals holding these posts cannot have an 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](#).

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 or post to 5 Pancras Square, London, N1C 4AG.