**Job Profile Information: Systems Thinking Roles**

**This supplementary information for the Systems Thinking Role is for guidance and must be used in conjunction with the Job Capsule for Level 6, Zone 1, Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

At Camden Council our vision is to make Camden a place where everyone has a chance to succeed, and nobody gets left behind. To achieve this we need to fundamentally transform how we operate – moving from orthodoxy to a ‘new form of local government’. As a Systems Thinking Senior Manager, you will be responsible for helping the organisation to think differently about everything that we do, and for shaping and delivering the organisations vision for the future. As such we need exceptional systems leaders who bring a strong ability to apply systems thinking in complex environments and to flex and adapt intervention design to fit the Camden context.

**Example outcomes or objectives that this role will deliver:**

* Development and continuous improvement of Camden’s systems thinking approach, including tailoring the approach to different situations in order to meet organisational needs.
* Provide thought leadership on the use of systems approaches as a philosophy for the overall development of the organisation, including general management, and helping to support the required change in thinking.
* Drive the strategy for building systems thinking and leader capabilities.
* Use knowledge and data to challenge current assumptions and drive change within the system. Ensure that decisions regarding change are based on knowledge and data, and account for the impact of change across the whole system.
* Build positive relationships with a range of stakeholders including senior leaders to build support and influence thinking and decision making.
* Coach and support leaders through change, mentoring key stakeholders to ensure sustainable change in management and leadership.
* Develop and mentor colleagues in systems thinking methodology.
* Play a key leadership role in the organisation and in the management of the Systems Thinking Team.

**Relationships;**

The post holder will need to build strong relationships with a wide range of stakeholders relevant to the area(s) of focus, including:

* Chief Executive, Executive Directors, Directors, Heads of Service, Service managers and Front-facing Officers across the Council
* Systems thinking officers and external networks
* Colleagues in support services: Strategy and Change, IT, Finance and HR
* Residents, Councillors, local business people, voluntary/statutory organisations and other external agencies as required depending upon the focus of the work
* External suppliers of goods and services where their input is required

**Work Environment:**

Mainly office based, the post-holder will be required to work in an agile way in line with Camden’s flexible work environment.

**We are looking for a leader with:**

* Substantial knowledge and experience of having applied systems thinking approaches to within complex organisations and with a focus on innovation and improving services for the end-user.
* *Desirable: Knowledge and experience of applying Vanguard method.*
* Demonstrable experience of driving culture change within organisations using a systems approach.
* A strong ability to develop positive, trusted relationships with multiple stakeholders in order to support and influence thinking and decision-making.
* Strong emotional intelligence and understanding of the role of emotion in change, including an ability to self-regulate personal emotions in challenging and complex environments.
* An ability to use data, evidence and research to inform activity, decision-making and challenge to the status quo as appropriate.
* Ability to interrogate detail and to see linkages and create a sense of the ‘big picture’ also.
* Demonstrable experience of supporting senior leaders to implement challenging systems change(s).
* A clear ability to think strategically, over the longer-term and an ability to link the short-medium term activities of service(s) to the long-term vision.
* Resilient and proactively takes the lead to deliver results, confidently dealing with complex issues and flexing style and approach for each audience.
* An ability to manage a demanding and complex workload and conflicting demands on their time.
* Experience and ability to apply coaching principles to their style of leadership.
* Experience of managing colleagues in a matrix management system and allocating resources to ensure the effective delivery of objectives.
* Excellent verbal, written and pictorial communication skills.
* An awareness of the organisation’s direction of travel and ambitions for the next 3-5 years, including an understanding of the political and economic environment the Council is operating within.
* An ability to empower and motivate colleagues within their team and across the organisation. Ensuring the embedding of a digitally focussed, agile way of working.
* Commitment to continuous learning.
* Effective judgement with the ability manage risk, strong IT and numeracy skills, including knowledge of Word, Excel and PowerPoint.
* Resilient and proactively takes the lead to deliver results, confidently dealing with complex issues and flexing style and approach for each audience.