

Job Profile

Job Title: Delivery Manager

Job Grade: Level 5 Zone 1

Salary Range: £47,575 - £55,188

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 home to the most important conversations happening today and making radical social change a reality, so that nobody gets left behind. You can help shape a better future for us all.

You will be taking responsibility for ensuring the efficient & timely delivery of high-quality digital products and services that address our citizens' needs.

About the role

Working as part of a multidisciplinary team and reporting to the Lead Delivery Manager, the role of the Delivery Manager is responsible for the successful delivery of digital products & services. You will be a part of a newly re-shaped team, helping to improve agile ways of working in both digital product development and the wider council organisation.

You will work closely with product managers, user researchers, designers, and developers to help create and update products and services across Camden. You will use your existing delivery experience gained in forward looking digital product teams to help ensure our products are delivered efficiently, to a high quality and can respond quickly to change.

A Delivery Manager in Camden Council will:

- Demonstrate a comprehensive understanding of the design, technology and data principles used by a cross-discipline product team
- Have taken responsibility for the delivery of digital products and services within private or public organisations using agile methodologies & techniques
- Have experience using tools and techniques from both traditional project management and agile approaches and be able to decide when it is appropriate to use them
- Be engaged with all aspects of agile & lean thinking, from backlog management to estimation to continuous delivery
- Be constantly striving to help our team to work better and share knowledge across the council and wider local government network
- Be comfortable working with numerous stakeholders across all levels of seniority, ensuring they are kept informed at every stage of delivery
- Confidently communicate across the whole organisation using a high standard of written and verbal presentation

At Camden, we take a user needs approach to building products and services. You should be able to:

- Ensure that user needs are at the core of our delivery methods and goals
- Be able to understand how the team is using qualitative and quantitative data to drive decisions and to build a delivery approach that supports this
- Be able to help people across the business make prioritisation decisions by looking holistically at organisational benefits, user needs and technical constraints

Our teams work by applying the most suitable agile methodologies within their teams. You should:

- Have a deep understanding of agile principles and practices and how they be applied in practice within a complex organisation
- Have an open-minded approach with each team you interact with
- Know why iteration is important and be able to advocate for this within the organisation
- Understand the value of policy, legislative, regulatory and operational constraints which might exist for teams at Camden Council
- Advocate for the creation of products that enable users, staff, residents, and businesses of Camden to reach their desired outcomes in the fastest and simplest way
- Be able to handle numbers confidently and collate information ensuring accuracy of financial and performance data

Work Environment

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns which are a combination of office-based and home working, as required by the service and effective delivery of services within that framework.

People Management Responsibilities

No direct line management responsibilities however you will:

- Be an agile coach and mentor to others; advocate the benefits of agile delivery; build honest relationships to make sure we don't agile-wash traditional practice but are genuinely open-hearted to change.
- Lead team ceremonies across your teams, in line with good agile practice. Lead inspection of team practice; ensure a regular cadence of retrospective; constantly work to optimise flow.
- Manage external technology and delivery partners; work to get best value from our digital, data and technology partnerships.

Relationships

- Internal at all levels including executive, senior officer, officer and members.
- External, including local government, voluntary sector, public, private, membership bodies, professional bodies agencies and other suppliers
- To represent Digital Product and Services and the Council at national and international level.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

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](#).

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 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). 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,