

## Job Profile

<b>Job title:</b>	Delivery Manager
<b>Directorate:</b>	Corporate Services
<b>Section:</b>	Strategy & Design
<b>Job Grade:</b>	L5 Zone 1

## 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 focused on creating a borough where everyone can live a good life, and nobody gets left behind. We're willing to be bold and try new things in the process. Here's where you can help design a better future for us all.

But don't just take our word for it - you can read about some of the different people working in the Council [here](#).

We have [a clear vision](#) - to organise the right people and skills around challenges ([like our missions](#)) to deliver the best outcomes for Camden residents and renewal after the pandemic.

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.

We're a growing team, so there's lots of scope to shape culture, practice and ways of working. Skills are important but equally are characteristics like empathy, humility and kindness.

We're looking for an experienced, empathetic, and passionate Delivery Manager to work with Policy Designers, Service Designers, User Researchers, and Heads of Service to help scope, plan, and delivery great work that the organisation can be proud of. The new Delivery Manager will be comfortable with supporting multiple project teams to maintain agile rhythms, as well as coaching and supporting team members from a range of different backgrounds and levels of experience working in design and agile environments.

## About the job's purpose:

The Delivery Manager will work in the Strategy & Design Team. This is a key role needed to oversee and deliver a range of projects, policies, and initiatives to improve outcomes for both residents and Council staff.

As well as working with members of the Strategy & Design Team, the postholder is expected to develop and maintain effective and constructive relationships with colleagues across the Strategy Family, Design Community, and relevant service teams in order to:

1. Organise and deliver a number of key projects within the directorate, supporting multidisciplinary teams to deliver value by identifying and implementing improvements to both products and services, whilst working alongside the relevant strategic leads.
2. Help to establish and maintain agile rhythms across multiple project teams, ensuring the fast-paced delivery of key projects, services and products whilst promoting collaboration and psychological safety.
3. Working as part of the Delivery Management Community of Practice, be a champion for agile delivery within the Council, supporting the development of team members with different backgrounds and levels of experience working in design and agile environments.

## About the Delivery Manager role:

We're looking for an experienced agile practitioner, who enjoys building teams and getting new projects started. You will be delivery-focused, but won't be a purist, and will be excited about taking an agile approach across the cycle of policy/strategy development into real change on the ground for residents.

- You will be an experienced delivery manager with experience of government, public services or the third sector.
- You will lead team ceremonies across your projects, in line with good agile practice.
- You will encourage open and purposeful conversations. ensuring 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.
- You will have a strong track record of working across multiple change projects, at different stages of the product lifecycle, and have demonstrated how delivery management has been fundamental to success.
- You will be focused on wellbeing and creating psychological safety within project teams, recognising that this is an essential condition for delivery. You'll have the ability to build cooperative, respectful and trusting relationships
- You will have solid coaching skills, capable of supporting your peers and junior team members alike to improve their ways of working and to help teams be more deliver work more effectively and have a great time doing so.

- You'll take responsibility for agile practice in the team; coach other members; remove blockers; deliver a backlog of work in line with user need.
- You will be able to take and organise the information relating to projects and initiatives and make it comprehensible for a range of audiences, turning this into actionable information that supports decision-making around next steps.
- You will introduce relevant, proportionate progress reporting for all projects you are responsible for, working with teams and sponsors to define and report on meaningful success criteria.
- 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 succeed.

Alongside the delivery management community of practice, you will passionate about supporting a changing culture with Camden to be more design-led, human-centred and creating a culture of learning around this.

### **Work Environment:**

This post requires a positive attitude and the ability to adapt to changes.

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.

The postholder will be required to liaise with various teams and services across the organisation. Key contacts will include staff across all parts of the Council including senior staff and members of the public.

When supporting the delivery of citizen and staff research or testing, the postholder will be expected to work across the borough and at specific engagements (if on a weekend, time off in lieu will be provided).

The postholder will be required to work flexibly, under direction, to help meet the priorities of the team.

### **People Management Responsibilities:**

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.

## **Inclusion and Diversity**

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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.