Network and Delivery Manager

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<thead>
<tr>
<th>Location</th>
<th>Salary band</th>
<th>Contract</th>
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<tbody>
<tr>
<td>Flexible, with the right</td>
<td>£40,843 to £50,030 (D0 – D3</td>
<td>1-year fixed term</td>
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<td>to work in the UK</td>
<td>on our salary scale)</td>
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<tr>
<th>Language(s)</th>
<th>Hours</th>
<th>Reports to</th>
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<tbody>
<tr>
<td>English</td>
<td>Full time preferred</td>
<td>To be discussed</td>
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About the Role

The Network and Delivery Manager is an exciting and pivotal role for our organisation. You will be responsible for ensuring our projects are successfully delivered (from inception to closure), contributing to our culture of learning and transparency, and creating the right environment for the team to succeed.

You will have a remit to design and shape our delivery programmes and develop ideas for new opportunities.

Alongside your internal project management, you will be expected to develop strong networks and relationships outside of the organisation. These networks can be varied, for example networks of practice and discipline, networks of place and networks of communities.

You will work closely with a range of partners, stakeholders and colleagues across the organisation. You will be expected to hold line management and staff development responsibilities as part of this role, creating an environment for the team to succeed, and a culture of learning and transparency.

This role would suit someone with has both creative initiative whilst achieving attention to detail and the drive to deliver. You will be someone who works collaboratively and thrives in learning environments. This requires an exciting mix of skills in design, facilitation, research, network development, coaching and project management.
Responsibilities

More broadly, your responsibilities will focus on the following 4 key areas:

1. **Project management**
   - Managing projects so that they are delivered to the required level of quality and defined timescales. Ensuring all project documentation and performance analysis is completed to a high standard across all projects.
   - Focusing on the outcomes, you improve and refine our processes and tools to ensure they act as enablers of quality, impact and wider learning across the organisation. You can influence and make positive changes to the organisation.
   - Supporting the Director of Programmes in the planning and execution of projects across the organisation. You know how to lead a continual planning process in a very complex environment. You can manage various dependencies across our projects and staffing.
   - Attending meetings of the Programme Board to help set the strategy for projects, ensuring they are properly resourced and within budget, manage project performance, identifying and escalating any risks that are likely to affect delivery and to be part of the risk reduction process.
   - Building successful delivery teams. You understand team styles and how people work together. You can maintain, influence and motivate a team. Giving and receiving feedback, facilitating the feedback loop. You can create an open and collaborative working environment; recognising how people work together and facilitating the best team make-up depending on the situation.
   - Communicating with stakeholders at all levels you can mediate between people, fostering positive relationships, managing stakeholder expectations and facilitating discussions about innovation and complexity even within constrained timescales.

2. **Project delivery**
   - Leading the planning, design and delivery and outcomes of our projects for a range of stakeholders and clients
   - Leading specialist training and coaching on core skill development across our delivery teams (for example, participation and co-production activities, client management, managing events, research and analysis and report writing).
   - Planning, design and delivery of deliberative and participative activities and creating environments that allow for civil dialogue and input from all participants.
   - Ensuring we maintain high standards of data protection, ethics and inclusion across all our delivery.
   - Devise projects and programmes of activity that contribute to our organisational values, goals and objectives.
   - Co-ordinating research and analytical activities in collaboration with Head of Design & Research (for example, qualitative and quantitative analysis, methods and design and situational analysis).
3. **Wider collaborations**
- Representing Democratic Society through effective networking with a view to establishing and maintaining strong partnerships with a wide range of actors in the sector. You can speak and represent us to large audiences.
- Fostering relationships with a wide range of project team members from both internal and external organisations.
- Liaising with partner organisations and stakeholder groups to ensure our projects are open and inclusive for all.
- Working with the Director of Development to provide content for bids and lead generation. You may have a leading role in the development of bids and proposals.

4. **Learning and sharing**
- Managing the planning, analysis and evaluation of our projects and programmes against our key lines of enquiry and our Theory of Change.
- Ensuring that our projects are delivered in a transparent way and that the work is understood externally.
- Defining measures of success and using these to support our proposition and programmes development.
- Sourcing, testing and experimenting with new and creative approaches for our practice.
- Writing and sharing our learning for a range of audiences, including practitioners, academia, civil society, funders and democratic institutions.
- Co-ordinating the best use of all available channels to distribute, promote and provide a platform for our work.
- Linking with a range of organisations, bodies and networks to learn and share with others; ensuring we are recognised in our communities of practice.

**Person Specification**

The ideal applicant will be an inspiring colleague and someone who takes pride in their ability to get things done and achieve tangible results. You will be a creative thinker, with strong problem-solving skills and highly adaptive in a fast-paced environment.

The successful candidate must have the knowledge and enthusiasm for engaging people in deliberative and participatory democracy. Skills and experience in designing and delivering deliberative and participatory methods and working with group dynamics would be highly advantageous. Using your knowledge, you’ll be comfortable working with others to suggest the best approach for the specific situation and desired outcomes, and facilitating meetings and events exploring complex issues.
You will have an outlook and ethos that takes a relationship-based approach to work and a willingness to learn and collaborate. You will be someone who is confident to create different opportunities and encourage and support others to explore and learn. You will be an excellent communicator, able to tell the story of your projects, sharing the learning and impact with others.

You will have direct experience of managing large and small-scale projects, having a diverse workload and of working in complex and creative environments. You will be passionate about maximising the impact of a project in achieving successful outcomes for individuals and organisations. You will want to learn from each project and use research skills in the design, delivery and evaluation of projects.

You will have strong experience of partnerships, establishing and maintaining positive relationships at all levels and with a variety of stakeholders, for example; community organisations, clients, public sector organisations and members of the public. You should be able to participate in meetings with senior decision makers, using influencing skills where necessary. Experience of working with government at any level is highly desirable but not essential – however, the successful applicant must have a highly developed understanding of the public sector and voluntary and community sector landscape.

You will also be someone with dependable administrative, social media and IT skills (e.g. MS Office, Google Suite, Apple office software and social media platforms), including in order to carry out research, analysis, produce reports and create presentations.

You must have a right to work in the UK. An additional right to work across the European Union would be welcomed, but not essential.

**Democratic Society - Key Competencies**

**Initiative:** you can organise your own workload to meet business needs, use initiative to independently respond to unanticipated problems or situations.

**Teamwork:** you work collaboratively as part of a team to deliver a service to others.

**Equality:** you support and protect equality and diversity and respect customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.

**Customer service:** you work with a focus on delivering services to clients, acting with integrity and respect on behalf of the organisation and honouring confidentiality.

**Problem solving:** you have strong problem-solving skills with the ability to anticipate issues and resolve matters independently, developing sound pragmatic solutions.

**Strategy:** you always ensure that your work informs, reflects and supports Democratic Society’s prevailing aims and objectives.
Demsoc is an equal opportunities employer and welcomes all suitably skilled persons regardless of their race, sex, disability, religion/belief, sexual orientation, education or age.