**Programme Manager**

**(Public Sector & Social Innovation)**

**Design Council**

**Welcome from the Chief Executive – Minnie Moll**

I joined the Design Council on March 1st last year and feel so proud to be leading an organisation with such an amazing heritage and reputation. The calibre of our people, the extraordinary talent in our unique network of Experts and the impact we have working with our clients, partners and Government is without comparison. It is a real privilege to be carrying the torch as we enter the next chapter for the Design Council.

That next chapter will be led by our recently announced new mission: Design for Planet.

The greatest challenge of our era is the climate crisis, so as the national strategic body for design, we will be focusing our efforts on galvanizing and supporting the 1.97m people across the design sector to make sustainability central to their work.

Design shapes the world and will have a critical role to play in meeting Net Zero targets and beyond. As a design organisation we have power and responsibility to make a difference.

At the heart of the Design Council are our colleagues. We offer a structured career path, great learning and development, exposure to unique and exciting projects and the opportunity to work with our leading Experts. In addition, our pension scheme goes up to a 7.5% employee and employer contribution, 30 days annual leave (including time off for everyone over the Christmas period) and a range of flexible ways to work as part of our Hybrid Working policy.

At more than at any other time in our long and distinguished history, now is an incredibly exciting time to be at the Design Council.

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Reporting to: Programme Lead

Contract type: Permanent

Salary Band: Professional (Manager)

Salary range: £30,000 - £40,000

*Up to £45k for an exceptional candidate*

**Job Description**

**Programme Manager**

**(Public Sector & Social Innovation)**

**About this role**

From our flagship research programme [Design Economy](http://www.designeconomy.co.uk), to visionary projects with Sport England and the NHS, the Design Council is at the centre of the UK's design conversation.

Our current programmes cover infrastructure and placemaking, public sector & social innovation, and business innovation.

We are now looking for a talented Programme Manager to run a number of our Public Sector & Social Innovation projects. You will work with local authorities, charities and foundations to build the capabilities of public servants and communities to design social interventions that improve outcomes for people and the planet.

We undertake these projects with strategic intent, using design as a force for change. Our portfolio of projects applies systemic design to help address specific challenges facing different communities and share the insights and impacts created to influence a national audience to use design more. To achieve that impact, you’ll be able to plan and deliver projects drawing on our network of over 400 Design Council Experts with extensive specialist design skills into your projects.

Across our diverse portfolio there are many different projects. One might involve using design tools and methods in a particular area, for example to reduce inequalities in physical activity. Another could be delivering programmes to enhance design capability across and within national and local government. Another can focus on helping to scale a movement of community groups with design skills to transform their work.

Perhaps you have a background in social innovation or at a design agency with a desire to use your skills in new ways. This is a hugely exciting opportunity to use these skills to help our clients to use design thinking in new and transformational ways.

**What does a Programme Manager do?**

Our managers are highly skilled professionals in their field, managing a number of projects working across our programme areas.  They manage projects of varying scale, hold a number of important client relationships and are skilled at working collaboratively.

They have a key role in identifying new income and securing new clients, achieving our quality standards and contributing to the Design Council’s reach and influence externally.

The role includes the following responsibilities:

**Design projects and methodologies**

* Use your experience of design tools and methodologies to shape the design of new projects and programmes.
* Oversee the development and delivery of social innovation methods and approaches to our projects, working with Programme Leads and DC Experts to ensure quality across our programmes
* Provide facilitation and lead social innovation workshops with diverse audiences, including public sector officials and community groups

**Programme management**

* Manage specified projects as part of the Design Council’s programmes of work, taking responsibility for specific projects under the supervision of a Programme Lead
* Ensure each project is delivered to the agreed contract, meeting quality standards, financial targets and all deliverables on time
* Be actively engaged in external networks, gathering insights and best practice to contribute to programme development and apply to specific projects
* Provide high quality client and stakeholder management.
* Monitor activity across programmes, sharing information, learning and applying improved techniques
* Be a champion for continuous improvement and development of our projects, programmes and services.
* Ensure that evaluation data and details are captured appropriately, and actively contribute to final reports

**Income generation**

* Identify strategically relevant opportunities, log them on CRM and work with Programme Leads to develop new business proposals
* Secure support internally for proposals
* Develop networks and influence in strategic target markets.

**Influence**

* Establish and maintain relationships with outside client organisations
* Actively contribute to internal and external forums on design or areas relevant to our programmes of work
* Gather insights and share with Programme Leads to develop sector and professional knowledge.

**Other responsibilities**

* Contribute to the dissemination of best practice
* Support the Director, Head and Programme Leads develop strategy and new opportunities
* Support the professional development of colleagues
* Undertake any other reasonable tasks/duties as required.

**Corporate responsibilities**

* Proactively identify and manage risks and financial controls in relation to the Design Council and your specific area of responsibility
* Comply with the Design Council’s operational policies and procedures including financial and risk management, project management and evaluation processes, brand guidelines, GDPR, information security and internal health and safety policy

This role will involve some evening work and travel as required in accordance with the needs of the projects and programmes.

**Does this sound like you?**

**Expert Knowledge and Qualifications**

* Academic or professional qualifications in an associated discipline, or equivalent experience (e.g. design, social innovation or a related field)
* Demonstrable understanding of the principles of using design for social change, service design, or people- and planet-focused design, together with the ability to convey these through advocacy, capacity building and supporting others’ understanding of design
* Demonstrable understanding of working with diverse audiences and stakeholders, across the public sector through to community and voluntary organisations.

**Experience**

* Proven experience in social innovation or a related professional field in either the private or the public sector
* Demonstrable experience of working collaboratively with a number of high-profile stakeholders and partners
* Excellent project management experience with a demonstrable track record of success with project delivery to quality, time and budget expectations
* Experience of business development, identifying opportunities with clients and providing information and support for income generation
* Experience of managing large budgets

**Skills**

* Good communication skills both written and verbal
* Confident presentation and facilitation skills including presentation skills to non-technical external audiences
* Strong influencing skills used to raise the profile of the Design Council including writing blogs and thought pieces
* Strong client management skills including a client focused approach to managing expectations and programme work of key clients
* Ability to work collaboratively - building creative consensus, and consulting and involving others internally and externally
* Good IT skills, an advanced user of all Microsoft Platforms and other applications used by the Design Council with the ability to train others.

# About the Design Council

The Design Council’s purpose is to make life better by design.  And our new mission is to do that by focusing on Design for Planet. There can be no greater cause than fighting to save our precious planet.

Design for Planet will be a theme through all our work to create better places, better products and better processes, all of which lead to better performance. We commission pioneering evidence-based research, develop ground-breaking programmes and deliver influencing and policy work to demonstrate the power of design and how it impacts three key areas of the economy: business innovation, places and public services. We bring together designers and non-designers – from grassroots to government – and share with them our design expertise to transform the way they work.

Good design is inclusive design. We actively aim to employ a diverse workforce, and we have a commitment to do that (see our [Black Lives Matter statement](https://www.designcouncil.org.uk/black-creatives)). We encourage conversations around flexibility in terms of location, hours and other arrangement so we can welcome people with different experiences, backgrounds and perspectives.

**Career Development & Progression**

The Design Council is committed to the learning and development of its colleagues so that they gain the necessary skills to reach their full potential and progress within the profession and within the Design Council. We operate a structured career path on set criteria so that colleagues have a clear understanding of how they can progress and be recognised and rewarded.

**About the Programmes Team**

The Design Council is a team of 40 people. As a small team with a massive remit, we work collaboratively within this structure:

This role fits within the Programmes Team. The Programmes Team is led by the Director of Place supported by the Head of Delivery and the Delivery Manager. Everyone in the team actively works on client delivery, in a flat structure.

**Equality & Diversity**

The Design Council is committed to providing equal opportunities for all. Applications are welcomed from all sections of the community. Public appointments are made on merit with independent assessments, openness and transparency of process.

**How to apply**

Submit your **CV** (at least 1 page, but no longer than 4 pages) and a **covering letter** (at least 1 page, no longer than 2 pages) via the link [here](https://designcouncil.peoplehr.net/Pages/JobBoard/Opening.aspx?v=49c92cec-dfd5-4990-97d7-f4378b21aeec). The closing date for all applications to be received is **12 August 2022.**

The Design Council is fully committed to being a diverse and inclusive organisation. We welcome applications from everyone who meets the criteria. If you need any additional support, please do send in an early alert to our email address below.

Further questions can be directed to Ishbel Allotey, HR Manger at the following email address: [recruitment@designcouncil.org.uk](mailto:recruitment@designcouncil.org.uk) but please note that submissions must be made via the link above.