

Reporting to: Head of Programmes:
Social Innovation
Contract Type: Permanent
Grade: 5

Job Description

Lead Programme Manager: Delivery Team

About Design Council

Design Council's purpose is to create a world where design, as a force for change, makes lives better for all.

We are an independent charity and the government's advisor on design. Our mission is to make life better by design, working with people to create better places, better products and better processes, all of which lead to better performance.

Our Values

Ambition with inclusion

In order to reduce inequalities and include everyone, we are ambitious in how we work.

Collaboration with agility

We spend time building trust with partners, being flexible and open to new opportunities.

Innovation with expertise

We use our specialist knowledge of design to research what works now and experiment with others to find out what will work in the future.

How does this role fit in with the bigger picture?

Design Council's Delivery Team brings together practice across social innovation & public sector design, business innovation and place-shaping & infrastructure. Together, this creates a unique and multidisciplinary team which can take on complex, systemic challenges.

Our 4-year strategy focuses on three such areas: health & wellbeing, sustainable living and design skills. We deliver a range of design advice, support and capability programmes to achieve them, alongside our wider policy and research work. Programmes range from: developing strategic design frameworks and principles for major infrastructure clients, providing design support for innovation funds, to providing design capacity and skills programmes for a range of community, business and public sector audiences.

This role works flexibly across the delivery team, developing and leading programmes and effectively communicating with clients, design teams and our expert networks and participants.

What is expected from a Lead Programme Manager?

Business Development

- Seeking out and developing new partnerships our work:
 - Market scoping and developing programme propositions
 - Identifying funded opportunities for design for business programmes (both proactive proposals and reactive tenders), developing relationships with partners and developing tailored propositions
 - Leading creative input to bids, tenders, presentations and proposals, including putting together budgets and methodologies
 - Presenting to potential clients, partners and key stakeholders about our work, in presentations and pitches
 - Developing long term partnerships with a wide range of organisations
 - Ensuring that existing clients have outstanding experiences, and that our work represents the cutting edge of design thinking

Communication and Expertise

- Tell the story of the power of business innovation design skills, using Design Council and other case studies.
- Communicate business innovation design concepts to a variety of audiences: businesses and their staff, customers, business sector stakeholders & policymakers etc
- Lead on the liaison with clients and our network of Design Council experts, translating between design and non-design worlds
- Oversee the production and delivery of written programme reports, communicating the impact and value of our work

Delivery, Quality & Monitoring

- On programmes that the role manages, ensure delivery is on time, within budget and that strategic goals are achieved by:
 - Using agile project management to make sure the multidisciplinary team (including our expert network) know what they need to achieve, within what resources and to which timescales, and review and iterate to reach programme goals and budget.
 - Monitoring and evaluate to ensure that projects are on track, that new insight and stories are captured, and used to inform new design methods and also thought leadership against our strategic goals
 - Providing design leadership on work, facilitate workshops and engage stakeholders
 - Managing the contractual relationships with suppliers and third-party organisations and groups
 - Working with our partners to oversee the recruitment of participants onto programmes
 - Tracking progress of programme work against the targets in the business plan and client contracts, in order to ensure that they are being met.
 - Managing the gathering of data and feedback to allow continuous improvement and development of our programme delivery.
 - Proactively co-ordinating risk management and record maintenance in line with procedures, policies and protocols across the areas of responsibility

People

- To lead and manage Delivery Team colleagues by example, inspiring and mentoring them in the delivery of exceptional standards of service and content delivery, through effective performance management and appraisals that develop and support colleagues in reaching their own and the organisation's potential.
- Lead on the governance and performance of Design Council Design Experts. Ensuring expert selection is inclusive and diverse in outlook, and deal with conflict of interest and performance issues

Other responsibilities

- Contribute to the dissemination of best practice
- Support the Head of Social Innovation as necessary
- Undertake any other reasonable tasks/duties as required

Corporate Responsibilities

Ensure you comply with Design Council operational policies and procedures including financial and risk management, data management, Quality Assurance, project management and evaluation processes, brand guidelines, internal health and safety policy and safeguarding policy.

Does this sound like you?

Essential

- Good knowledge of the strategic role of design
- A degree qualification (or similar) or demonstrable experience in strategic design /design leadership, and or business innovation or service design
- Significant experience successfully leading, developing and managing complex multiple programmes which generate income
- Proven business development skills with a track record of bringing in and developing new business and working to income targets.
- Strong client relationship management skills
- Experience in working and engaging with a wide range of stakeholders, including businesses, community groups or public sector officials that may not have previous experience of strategic design
- Excellent experience of budget management, forecasting and risk management
- Open and clear communication skills (interpersonal and written)

Desirable

- Proven experience and ability to use Agile project management methodologies and tools, as well as reporting and presentation tools (ie Microsoft Office, Powerpoint, Excel, Outlook, miro)
- Proficient user of reporting and presentation tools (ie Microsoft Office, Powerpoint, Excel, Outlook - PLUS digital collaboration platforms like MicrosoftTeams, Slack, Miro
- Understanding of the social design landscape, including the third sector, and how the system works in practice
- An existing network in the business support sector (public and private sector)
- Knowledge of the challenges and opportunities for SMEs
- Experience of public speaking and presenting

Further requirements

- DBS check may be required as the role may involve working with vulnerable people

Behaviours

- Agile with the ability to flex and spot problems before they happen
- Creative, curious and experimental
- Entrepreneurial - scans the horizon and is open to commercial opportunities and change
- Independent and proactive
- Collaborative and inclusive - able to work with others across teams and learn from others
- Daring, bold and provocative – willing to try new ideas
- Focuses on impact and results for citizens

Equality Diversity and Inclusion

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