

## Job Description

Job title	Delivery Operations Lead
Location	<p>Field based - in at least one location across England but also with an office base at Sheffield.</p> <p><i>Details of duration/travel will be confirmed and agreed with the successful candidate. Further locations may be agreed if project is successfully extended to at least four 4 locations. The successful candidate will therefore need to be flexible and be able to work for significant periods away from home. You will be covered for leave and there will be breaks between live delivery on location.</i></p>
Hours	Full time, Fixed term for 12 months (subject to extension if project funding is secured)
Reports to	Head of Digital Inclusion
Staff responsible For	Staff management may be a part of this role going forward and is therefore included in the job description.
Date	January 2019
Salary	Manager pay scale - £27,000 - £37,000 (depending on experience)
Benefits	<ul style="list-style-type: none"> <li>• All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting)</li> <li>• 30 days holiday per year</li> <li>• 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%)</li> <li>• Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training)</li> <li>• Travel, subsistence and accommodation expenses while in the field will be paid in line with our Expenses Policy</li> </ul>

Job Purpose	<p>A pivotal role with one of the world's leading digital social change organisations, working with a global technology company to lead the operational management of a ground-breaking project helping people improve their lives by developing and growing their digital skills.</p> <p>Sitting within the Digital Inclusion programme team, the Delivery Operations Lead is a critical external facing role for the organisation, part of a team designing, testing and rolling out an exciting new approach to working with people who are online but using the internet in a limited way. (See Good Things Foundation's report '<a href="#">The Real Digital Divide?</a>')</p> <p>You'll be responsible for coordinating 'on the ground' delivery - building and utilising great relationships with internal and external contacts to deploy a new learning offer designed to support individuals to improve their lives through digital within their local community. You'll ensure people are at the heart of everything we do, managing the delivery of activities that meet the needs of those facing social exclusion.</p> <p>Finally, as well as championing Good Things Foundation's mission you'll be the local public face of 'on the ground' delivery - role modelling high standards, relishing the challenge and getting things done.</p>
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## Key Objectives and Accountabilities

### Key responsibilities

- To lead the setup, deployment and management of a new learning offer within a ground-breaking project, helping people improve their lives by developing and growing their digital skills:
  - Working with internal colleagues and external contacts on the planning and logistical setup of delivery programmes across the UK
  - Supporting the integration and embedding of the new learning offer for limited users of the internet within project delivery
  - Working with internal and external contacts to recruit, train and manage a team responsible for the delivery of digital skills training (trainers, Online Centres)
  - To lead on day to day management of 'on the ground' delivery of the project - acting as the single point of contact for multiple stakeholders
  - Managing critical paths for activity affecting the delivery and establishing an effective process to monitor timescales
  - *Tasks will include: team management, event coordination, monitoring and responding to learner feedback, and issue resolution*
- To ensure, communicate and role-model the highest standards of service delivery for the project, and support all staff to achieve these standards:
  - To act as on-site project lead and as escalation point for risk, health and safety and complaints management
  - To lead on troubleshooting and resolving issues raised by project staff.
- Ensuring that improving the lives of digitally and socially excluded adults is at the heart of the project, and that we create a welcoming, accessible and supportive learning environment in delivery spaces and partner Online Centres
- To continuously seek ways of improving delivery and working with key stakeholders (internal and external) to implement these.
- To provide any other logistical support for the delivery activities as required.

## Person Specification

<p>Experience</p>	<ul style="list-style-type: none"> <li>● Experience of operational management, ideally in the third or commercial sector e.g. running a community centre or managing operations in a retail environment</li> <li>● Experience of working in customer/people facing roles leading high standards of customer service</li> <li>● Experience of managing staff and working with and / or leading volunteers</li> <li>● Experience of agile delivery - working in an iterative way to respond to feedback and develop/improve services continuously</li> </ul>
<p>Knowledge and skills</p>	<ul style="list-style-type: none"> <li>● A confident communicator with excellent people/interpersonal skills, enabling good working relationships with internal and external contacts, and members of the general public</li> <li>● An understanding of how to get the best out of people working in multidisciplinary teams, modelling positive and supportive behaviours that motivate others to go above and beyond</li> <li>● Enjoy problem solving and developing solutions with teams</li> <li>● An eye for detail with an enthusiastic 'can do' approach</li> <li>● Ability to manage time effectively, prioritise workload and work to deadlines</li> <li>● Ability to balance strategic thinking with a practical, operational approach to ensure activities are planned and delivered in a timely manner</li> <li>● Good knowledge of Health and Safety, Safeguarding and Risk requirements and how to assess these.</li> </ul>

<p>Good Things Foundation Behaviours</p>	<ul style="list-style-type: none"> <li>● We are collaborative</li> <li>● We are positive</li> <li>● We are creative</li> <li>● We are people focussed</li> <li>● We are inquisitive</li> </ul>
<p>Education and Qualifications</p>	<ul style="list-style-type: none"> <li>● <b>Desirable:</b> Educated to degree level or equivalent which includes demonstrable evidence that you can work at this level</li> <li>● <b>Essential:</b> A minimum of five GCSEs A* - C or equivalent, including Maths &amp; English</li> </ul>

*Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.*