

Job Description

Job title	Service Delivery Manager
Location	Field based You will be driving operations in a range of locations, with the first one in a North East town. Other locations haven't been decided yet, but the successful candidate will be someone who is happy to travel, spend time away from home and set up at least one other new service. Your office and colleagues will be in Sheffield, so you'll also be spending some time there. You will be covered for leave and there will be breaks between live delivery on location.
Hours	Full time, Fixed term for 12 months (subject to extension if further project funding is secured)
Reports to	Head of Digital Inclusion
Staff responsible For	Team Leader(s) (contracted staff)
Date	February 2019
Salary	Manager pay scale - £27,000 - £37,000 (depending on experience)
Benefits	<ul style="list-style-type: none"> ● 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) ● 30 days holiday per year ● 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) ● Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) ● Travel, subsistence and accommodation expenses while in the field will be paid in line with our Expenses Policy

Job Purpose	<p>A pivotal role on a ground-breaking project that aims to inspire, engage and transform the digital skills of individuals across the UK. As the Service Delivery Manager, you will lead 'on the ground' delivery in dedicated spaces around the country and co-ordinate the staffing and project delivery, whilst managing key relationships with stakeholders</p> <p>You will utilise your operations, stakeholder management and communication skills to balance strategic longer-term planning with day-to-day activities whilst embedded in a multi-disciplinary project team. A natural leader, you'll bring your drive, energy and passion into managing team-leaders who will be permanently based on the ground and whilst working closely with internal team members, Online Centres and project partners. You'll proactively build relationships in local areas with key stakeholders such as employers and public services to add value to project delivery and increase outcomes for participants.</p> <p>You'll ensure people are at the heart of everything we do, working in an agile way to continuously improve our ways of working to make sure the delivery of activities meet the needs of those facing social exclusion.</p> <p>Finally, as well as championing our 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

- Operational management of the setup and management of high-street learning space(s) that aims to help people improve their lives by developing and growing their digital skills inc. the deployment of a new learning offer.
 - Tasks will include: team management, event coordination, monitoring and responding to learner feedback, and issue resolution
- Build, manage and nurture key relationships that are 'business critical' for project delivery - drawing on communication and stakeholder management skills to support, influence and negotiate where necessary.
Relationships will inc (but not exclusive to):
 - Multi-disciplinary team members at Good Things Foundation
 - Staff and/or volunteers from members of the Online Centres Network
 - Key operational team members from project partners (a global technology company) and contracted agencies
 - Key stakeholders based in the delivery location e.g. public services, employers
- Manage Team Leaders (who will be permanently based on location) to engage, support and coach adults to improve their digital skills and confidence
- Ensure, communicate and role-model the highest standards of service delivery for the project, and support all staff to achieve these standards:
 - Delivery lead and as escalation point for risk, health and safety and complaints management
 - Lead troubleshooting and resolving issues raised by project staff
- Ensure 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
- Continuously seek ways of improving delivery and working with key stakeholders (internal and external) to implement these
- Provide any other logistical support for the delivery activities as required.

Person Specification

Criterion		Essential (E) Desirable (D)	How will it be measured?
Your Experience	<ul style="list-style-type: none"> • Experience of leading operations and/or project delivery, ideally in the third or commercial sector e.g. running a community centre or managing operations in a retail environment 	E	Application/ Interview
	<ul style="list-style-type: none"> • Experience of working in customer/people facing roles leading high standards of customer service 	D	Application/ Interview
	<ul style="list-style-type: none"> • Experience of managing staff and working with and / or leading volunteers 	E	Application/ Interview
	<ul style="list-style-type: none"> • Experience of taking an agile approach - working in an iterative way to respond to feedback and develop/improve services continuously 	D	Application/ Interview
Your knowledge and skills	<ul style="list-style-type: none"> • A confident communicator with excellent people/interpersonal skills 	E	Interview
	<ul style="list-style-type: none"> • Excellent relationship building skills and the ability to work collaboratively both internally and externally, with people at all levels 	E	Application/ Interview
	<ul style="list-style-type: none"> • Excellent problem solving skills with a solution focussed approach 	E	Interview
	<ul style="list-style-type: none"> • Ability to empower, inspire and manage flexible teams to achieve delivery objectives 	E	Application/ Interview
	<ul style="list-style-type: none"> • Ability to balance strategic thinking with a practical approach to day-to-day operational delivery 	E	Application/ Interview

	<ul style="list-style-type: none"> • Ability to control budgets and keep track of delegated expenditure • Good knowledge of Health and Safety, Safeguarding and Risk requirements and how to assess these • Understands the power of digital to transform people's lives. • Ability to travel around the UK and meet the location requirements /field base of the role. 	E D D E	Application Application Application/ Interview Application/ Interview
Good Things Foundation Behaviours	<ul style="list-style-type: none"> • We are collaborative • We are positive • We are creative • We are people focussed • We are inquisitive 		Application/ Interview
Your education and qualifications	<ul style="list-style-type: none"> • Degree or equivalent • Minimum of five GCSEs A* - C or equivalent, including Maths & English 	D E	Application Application

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.