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# Job Description

**Job title:** Head of Delivery, England Midlands and East

**Reference:** SUS2995

**Salary:** Grade I: £35,743 per annum

**Contract:** Permanent

**Hours:** 37.5 hours per week

**Base:** Sustrans offices in either Nottingham, Birmingham or Peterborough – initial home working is expected due to office closures during current C19 restrictions.

 Note: this role may require the post-holder to travel regularly across the region and work at other locations as necessary to undertake projects on behalf of Sustrans.

**Job purpose:**

To lead the Midlands & East Delivery team with its programme of engagement and behaviour change projects. To inspire and lead the delivery team. To contribute to the strategic direction of the Midlands & East as a member of Sustrans' Midlands & East leadership team, and be a key part of Sustrans’ network of collaborative and solution-oriented managers. To oversee the effective and efficient delivery of projects which promote active travel and liveable neighbourhoods in the Midlands & East.

**Place in Organisational Structure:**

The post-holder reports to England Director, Midlands & East.

**Key relationships:**

Internal: England Director, Midlands & East

 Midlands & East Leadership Team

 Delivery Co-ordinators and delivery officers

 Partnerships Team, Midlands & East

 UK-wide Behaviour Change & Engagement Network

 Other regional and Sustrans-wide staff

External: Local authorities

 Public and voluntary stakeholder groups

 Funders

**Key responsibilities:**

**Leadership:**

* To contribute to the strategic direction of the Midlands & East as a member of Sustrans' Midlands & East leadership team.
* To support the development, implementation and monitoring of the annual business plan for the Midlands & East.
* To play a key role within the Sustrans UK-wide delivery team network.
* To lead an inclusive and collaborative team, where equality, diversity and inclusion are progressed.

**Delivery of projects or services:**

* To be accountable for the planning and delivery of Sustrans’ behaviour change and community-engagement projects in the region to required timescales, as per funding contract, and using Sustrans’ project management framework, including:
* agreeing project plans in consultation with delivery staff
* agreeing targets and standards for delivery with funders
* quality assurance and tracking progress
* budget management
* monitoring impact and project closure.
* To ensure projects are monitored and evaluated and that project impacts are cascaded and communicated, working closely with staff trained in these areas.
* To manage the budgets for behaviour change and community-engagement projects in the Midlands & East, as delegated by the England Director, Midlands & East.
* To ensure the team is maximizing its utilisation rates, tracking progress via timesheets and minimising over or under utilisations by effective forward planning.
* To ensure the monitoring and evaluation of existing projects is incorporated into the design of new projects.

**Business development:**

* To develop the behaviour change and engagement aspects of the Liveable Cities and Towns for Everyone part of the regional business plan.
* To work with the regional Partnerships team to generate income, develop opportunities with partners and participate in bid writing, at the direction of England Director, Midlands & East.
* To contribute towards the development of business opportunities in the Midlands & East.
* To support the effective stewardship of donors through attending meetings and events as necessary.
* To contribute toward the development of new ideas and innovative strategies for product development, marketing, branding, or business opportunities.

**Communication and marketing:**

* To ensure project resources comply with Sustrans’ brand guidelines.
* To contribute towards raising the profile of Sustrans, by representing the charity at meetings, activities and events, as required.
* To ensure project impacts are captured, cascaded and communicated effectively, internally and externally.
* To tell Sustrans story effectively about our behaviour change and engagement work.

**People management:**

* To lead, develop and motivate the delivery team in Midlands & East.
* To line manage the Delivery Coordinators in Midlands & East and have ultimate responsibility for ensuring the effective management of all delivery staff.
* To work with HR to ensure that learning and development of staff is planned effectively and in line with business need.
* To forward plan the direction of the team and anticipate skills and resource needs.
* To progress the ‘For Everyone’ aspect of Sustrans work, with a strong focus on equality, diversity and inclusion.

**Training and development:**

* To attend essential Sustrans training as required by the Charity.
* To ensure own personal development by working to objectives set as part of the Charity’s appraisal process.

**Health & safety, safeguarding and equality, diversity & inclusion:**

* To progress and comply with Sustrans policy and procedures relating to Equality, Diversity & Inclusion and apply principles of best practice.
* To support and comply with the organisation’s policies for the management of Health & Safety.
* Ensure that staff in region are aware of safeguarding policies and procedures and that the team is compliant.

**Networks:**

* As a member of Sustrans’ UK-wide Behaviour Change and Engagement Network, collaborate and share ideas effectively, maximising the impact our work.

**Other:**

* To perform any other duties consistent with the nature and grade of the role as agreed with the line manager.

**Working conditions:**

The post holder will live close to the nominated office base, although there will be opportunities to work from home. This role normally involves frequent (weekly) travel across the Midlands & East region and occasional travel to other regions. Overnight stays away from home may be necessary when participating in projects away from the designated base. Occasional weekend and late working may be required, with time off in lieu. The post-holder must be prepared to walk, cycle or use public transport for the majority of work journeys.

**Special note:**

This job description does not form part of the contract of employment, but indicates how that contract should be performed. The job description may be subject to amendment in the light of experience and in consultation with the jobholder.

Compiled by: England Director, Midlands & East

Date: September 2020

**Head of Delivery, Midlands & East (SUS2995)**

**Person specification:**

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| **Criteria** | **Essential** |
| Qualifications, education and training | * Educated to degree level or equivalent
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| Experience | * Demonstrable success in achieving difficult targets in a competitive environment
* Substantial experience of project and programme management, and delivery to time and budget
* Substantial experience of leading, motivating and developing a team
* Experience of managing budgets and contracts
* Experience of developing people, products and processes to meet an organisation’s strategic aims
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| Skills and abilities | * A collaborative approach and ability to develop strong working relationships and partnerships with a wide range of people
* Ability to problem-solve and be proactive in supporting teams finding constructive solutions
* Influencing and negotiation skills
* Excellent communication and presentation skills
* Ability to prioritise, meet deadlines and manage own workload
* Ability to develop creative ideas
* IT literate
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| Knowledge | * A comprehensive understanding of the benefits of active travel
* Knowledge of behaviour change and community engagement approaches
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| Other | * Committed to Sustrans’ vision
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| **Criteria** | **Desirable** |
| Experience | * Experience signing off Health & Safety risk assessments
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| Knowledge | * Knowledge of safeguarding principles and best practice
* Knowledge of livability, place-making and inclusive urban design
* Familiarity with the Midlands & East region
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