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# Job Description

**Job title:** Delivery Coordinator, Midlands and East

**Reference:** SUS3051

**Salary:** Grade G: £27,528 pro rata per annum

**Contract:** Permanent

**Hours:** 30 hours per week (flexibility to spread the hours between 3.5 and 5 days will be considered)

**Base:** Birmingham (Digbeth). This post is focused on the West Midlands area but may require regular travel to the East Midlands. Home working on some days is possible too

Initial home working may be required full-time initially depending on the Covid19 situation.

**Job purpose:**

To work with the Head of Delivery, England Midlands & East in managing the delivery of behaviour change, community, schools and workplace projects, including managing project teams. To help to develop new business opportunities and services.

**Place in Organisational Structure:**

The post-holder reports to the Head of Delivery, Midlands and East.

**Key relationships:**

Internal: Head of Delivery, Midlands and East

Project Officers, Midlands and East

Delivery Coordinators, Midlands and East and UK-wide

Volunteer Coordinators, Midlands and East

Partnerships Team, Midlands and East

Design & Engineering Team, Midlands and East

Network Development Team, Midlands and East

Behaviour Change and Engagement Team, UK-wide

Research and Monitoring Unit (RMU)

Other regional and Sustrans-wide staff

External: Local and combined authorities (various departments)

Partner organisations

Schools and their wider communities

Workplaces and business support organisations

Community groups and community support organisations

**Key responsibilities:**

**Delivery of projects or services:**

* To oversee and coordinate the delivery of a programme of work tailored around overcoming any identified barriers to active travel (walking, scooting and cycling).
* To oversee practical engagement activities and events e.g. led rides/walks, active travel awareness events, low traffic neighbourhood planning and information workshops, personalised travel information/advice, school streets, collaborative-design workshops and travel action planning for businesses.
* To ensure projects maximise the potential benefits from integrating behaviour change, community-led urban design and the improvement of cycling and walking infrastructure.
* To be responsible for working with project officers to plan and coordinate the practical delivery of projects, assisting at key events, workshops etc.
* To ensure the continuation of project delivery through effective management of a small team, including assigning Project Officers to specific short-term tasks.
* To work with community engagement and delivery staff to ensure that best practice procedures are followed and learning is captured when engaging communities in our projects.
* To work with Sustrans volunteer programme staff to ensure the promotion and coordination of opportunities for local volunteers / champions to support projects.
* To manage budgets, as delegated by the Head of Delivery.
* To collaborate with colleagues and external partners, supporting them with advice and evidence from the projects, so as to assist in bringing forward policies and projects to encourage more people to travel more sustainably to work, to education and training and as part of their everyday journeys.
* To ensure that all projects are managed in accordance with Sustrans’ Project Management Framework (PMF) and Customer Relationships.

**Business development:**

* To support the Head of Delivery to develop relationships, including commissioning relationships with the public health and business sector, through involvement in key local networks.
* To participate in bid writing for projects at the direction of the Head of Delivery.
* To contribute toward the development of new ideas and innovative strategies for product development, marketing, branding, or business opportunities.

**Communication and marketing:**

* To ensure monitoring and reporting tasks are carried out, and to report on the progress of relevant projects in the region to stakeholders, funders and within Sustrans, as appropriate.
* To contribute towards raising the profile of Sustrans, by representing the charity at meetings, activities and events, as required.
* To collate project-related information for marketing and broader communications purposes.

**People management:**

* To line manage Project Officers in the West Midlands, motivating and developing a team.
* To manage, develop and coach the Project Officers by setting clear objectives and monitoring performance to maximise their potential.
* To work with HR to ensure that training and development of staff is planned effectively and in line with business need.
* To be responsible for supporting recruitment and for the induction of new officers.

**Training and development:**

* To take the opportunity of Sustrans offer of internal and external training to help develop their careers.
* To pursue own personal development by working to objectives set as part of the Charity’s appraisal process.

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

* To support and comply with the organisation’s Policies for the management of Health and Safety.
* To support the region’s designated safeguarding officer (DSO) and ensure that delivery staff in the region are aware of safeguarding policies and procedures.
* To support and comply with the organisation’s policies for the management of safeguarding.
* To support and comply with Sustrans policy and procedures relating to Equality, Diversity & Inclusion and apply principles of best practice in own role.

**Other:**

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

**Working conditions:**

The post holder will work from the Birmingham office in Digbeth, will visit project areas on a regular basis and visit regional offices in Nottingham and Peterborough when required. The post holder will also be required to visit Sustrans offices in other regions to collaborate with Sustrans colleagues and for training and development. The employee work-life balance is a priority and promoted through the availability of flexible working hours.

There may be occasional requirement for overnight stays away from home when participating in projects away from the designated base and occasional weekend and evening work with time off in lieu. The post holder must be prepared to walk, scoot, cycle or use public transport, as far as physical ability allows, for the majority of work journeys. There is no requirement to be able to cycle (however sustainable travel courses including learn to ride and cycle or trike training can be provided). There is some flexibility of hours to support access to sustainable modes of travel and some home working may be considered.

**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: Head of Delivery, England Midlands and East

Date: November 2020

**Delivery Coordinator, Midlands and East (SUS3051)**

**Person specification:**

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| **Criteria** | | **Essential** |
| Qualifications, education and training | | Educated to Higher / A Level standard |
| Experience | | Substantial experience of project management and delivery of projects with a range of partners  Experience of leading, managing and developing a team  Experience of budget management, report writing and monitoring project delivery |
| Skills and abilities | | Ability to prioritise and manage own workload  Excellent verbal and written communication skills  Excellent interpersonal skills  Ability to work with limited supervision and plan, prioritise and work to tight deadlines  Ability to supervise a team, across a wide area  Ability to motivate and enthuse others  Ability to communicate and collaborate with a wide range of stakeholders / partners  Good presentation skills  IT literate |
| Other | | Committed to Sustrans’ vision |
| **Criteria** | **Desirable** | |
| Qualification | Project Management e.g. PRINCE2 or Agile  Further education in active travel, sustainable transport, public health, behavioural science or similar fields | |
| Experience | Experience of partnership working with local authorities  Experience of developing commissioning relationships in the public health or business sectors  Experience of working with and managing volunteers  Experience of delivering behavioural change projects  Experience of delivering projects in a community, business or education setting | |
| Skills and abilities | Ability to write project budgets and funding bids | |
| Knowledge | Good understanding and knowledge of sustainable transport policy locally and nationally  An understanding of behaviour change theory and delivery.  Knowledge of the West Midlands area. | |