

## Job Description: Head of Delivery (Ark Institute)

**Reports to:** Director of Ark Institute

**Location:** West London – currently operating an agile working policy with two core days (Mon and Weds) in the office

**Contract:** Permanent

**Pattern:** Full Time (standard hours 9am – 5.30pm)

**Salary:** £55,000 to £60,000 (depending on experience)

### About the role:

This is an exciting new role for an individual passionate about driving excellence across teams. The Head of Delivery role is pivotal in bringing cohesion to Ark Institute's professional development portfolio by bringing consistency across all aspects of programme, training and event engagement and delivery.

The Head of Delivery will work closely and constructively with in-programme operations colleagues to design a delivery model that fosters improved coherence across the delivery functions of Ark Institute.

You will oversee operational capacity requirements and coordinate the redeployment of operations staff where necessary with Heads of Teams and programme leads.

### Key Responsibilities:

#### **Strategic**

- Redesign Ark Institute's engagement strategy to encourage take-up and tracking of the professional development offer
- Design a commissioning process for Ark Institute that ensures the offer is responsive to the needs of the wider organisation
- Collaborate with Directors and Heads of teams beyond the Ark Institute core team to commission and design learning and development opportunities outside of our specialisms

#### **Operational**

- Develop the Ark Institute rhythm of the year detailing key training, events, tasks and deadlines to support workflow planning across the wider team
- Collate and maintain Ark Institute's best practice playbook for training, event and design management that includes guidance for: venue booking, catering, printers, production service providers and stakeholder liaison
- Oversee the cost of delivery to ensure value for money commensurate to beneficiary impact
- Be accountable for the operational delivery of our flagship events including Ark network days ensuring quality and consistency in event and delegate experience
- Liaise and work alongside key stakeholders from across the organisation to ensure the content for the day is strategically and purposefully planned and designed

#### **Team**

- Line management of up to 5 team members
- Facilitate a professional internal operations network, identifying professional development needs and progression opportunities to support Ark Institute operations team staff (~15)

#### **Communications and Production Standards**

- Be the custodian and champion of Ark Institute's house style ensuring we talk about our work with consistency and ensuring we achieve a consistent production standard

- Oversee the rollout of our Ark Institute house style across our programme portfolio
- Identify ways to streamline outgoing communication channels to ensure Ark Institute messaging to participants and stakeholders is clear, simple and direct

### **Systems and Processes**

- Evaluate current systems and processes in use across Ark Institute teams. Work with programme and operations staff to draw out best practice processes and systems that will support efficient working practices and minimise duplication
- Have oversight of the systems and processes used within Ark Institute teams that collect and store data about attendees at training, ensuring systems are utilised effectively and are GDPR compliant

### **Evaluation**

- Working with others, design evaluation systems, tools, and dashboards across all Ark Institute programmes, identifying the key data that needs to be reported to evaluate whether we have met our goals
- Use aggregated feedback to generate suggestions for improvements across the offer and present and share that information with key stakeholders across the organisation

# Person Specification: Head of Delivery (Ark Institute)

## Qualifications

- Educated to degree level
- Project management qualification (desirable)

## Knowledge & Skills

- Experience of working in a complex, multi-site environment, preferably within the education sector
- Experience of managing brand new projects, where some scope and details are yet to be defined
- Experience of coaching and developing staff at all levels to ensure delivery outcomes
- Experience of organisational development and coordinating effective evaluation and diagnosis of issues to develop innovative strategies and solutions
- Knowledge of virtual learning environments
- Knowledge and practical experience of project and programme management tools and techniques
- Excellent negotiation and influencing skills with the ability to build positive working relationships
- Strong organisational, project management and planning skills
- Knowledge of different Learning Management Systems
- Highly effective communication and interpersonal skills
- Excellent IT skills with specific skill in using Microsoft Office applications especially excel and PowerPoint
- Experience of managing budgets

## Personal Qualities

- Shows a significant commitment to ongoing professional development and specialist qualifications
- Professional, hardworking, and tenacious
- Genuine passion for designing robust systems and process
- Able to work effectively across teams with sensitivity and respect whilst developing and providing growth opportunity for others
- Ability to build relationships with a wide variety of stakeholders including demanding internal clients
- Ability to prioritise and manage conflicting demands
- Proactive, quick to identify opportunities and explore routes to operational excellence
- Resilient, motivated and committed to driving up standards of work
- An experienced and confident leader with a proven ability to lead and implement change effectively and sustainably
- Ability to probe, challenge and question appropriately and strive for continual improvement

## Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not*

*necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).*

*We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).*