



## head of delivery, Heard

### Overview

- **Application deadline:** 9am, Monday 8th April 2024
- **Job type:** full time, permanent contract
- **Based at:** London, coming into the office (Bethnal Green, London) at least two days a week + additional days in the office as needed for attending events, trainings, internal or external meetings. Our team embraces hybrid working (mix of home/office).
- **Staff benefits:** 7.5% pension contribution and salary sacrifice scheme | 30 days holiday plus bank holidays, a day off on your birthday, quarterly development days & days off between Christmas and New Year | mentoring scheme | annual training budget | hybrid working. Full list of staff benefits can be found [here](#).
- **Salary:** £47,000 (full-time)
- **Reports to:** director of communications and engagement
- **Line manages:** four people at present (senior programme managers and programme managers)

### Accessing this recruitment process

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or sending documents, please contact [info@heard.org.uk](mailto:info@heard.org.uk)

### About Heard

Heard is an award-winning small charity, working with people, the media and other organisations to inspire content and communication that changes hearts and minds. We've spent 15 years constantly developing the best approaches.

Every year, as a result of our work, tens of millions of people hear stories about issues such as poverty, climate change, migration, domestic abuse, sexual violence, transgender experiences and children's palliative care.

We transform public understanding of these issues. We scale our impact by collaborating with others. Together, we inspire people to take action.

- Here's an [overview of what we do](#).
- We currently run six programmes, all of which the head of delivery oversees. Learn more about each programme: [Climate Stories That Work](#) | [All About Trans](#) (transgender experiences) | [Media Movers](#) (migration) | [Angles](#) (domestic abuse & sexual violence) | [Talking About Poverty](#) | [Children's Palliative Care](#)
- Take a look at [our most recent annual report](#).



## Job brief

The head of delivery is a key leadership role at Heard. They ensure we deliver our work in ways that are strategic, impactful and true to our values. They nurture a culture of continuous learning and improvement within the delivery team. They hold as paramount the wellbeing of our network members (the people we support through our programmes) and their colleagues. And they play a fundamental role in the strategic direction, as well as the day-to-day running, of our award-winning small charity.

In practical terms, the head of delivery holds responsibility for the delivery of our programmes, supporting Heard to achieve our intended outputs and outcomes. They oversee and lead the delivery team, and are accountable to the executive team. As a member of the executive team, they ensure our programmes are aligned with our organisational strategy and the impact it seeks to create. They play an essential role in helping the executive team (in particular the CEO) understand what capacity, skills and appetite we have to take on prospective work.

## Key responsibilities

**Important note:** We don't expect you to have experience in every single one of these areas. We believe jobs should provide an opportunity to learn and develop. Ultimately, you will become accomplished in all these areas. We welcome you to apply if some of them are still areas for learning and growth.

### Programme delivery & impact

- Overseeing programmes to ensure alignment with Heard's organisational strategy and intended impact.
- Supporting programme managers to deliver high-quality programmes on time, within budget, and in accordance with funder and partner agreements.
- Fostering an open, innovative, and collaborative approach within the team to enhance programme impact and effectiveness. Championing successful approaches and supporting the team to embed new approaches.
- Staying engaged with training delivery methods, experimenting with new approaches where appropriate. This is likely to include delivering training personally (for example, once or twice a month), to keep understanding and insights fresh.
- Maintaining oversight of and managing the capacity of the delivery team to manage workload, and to enable us to assess if/when we can take on new work.
- Holding responsibility for day-to-day monitoring and evaluation systems, with the support of the wider executive team. For example, ensuring the delivery team are tracking outputs, outcomes, and collecting qualitative and quantitative feedback from stakeholders.



### **Team leadership & line management**

- Leading the delivery team: inspiring them with a vision of how their day-to-day connects to the long-term impact we create as a collective; supporting them to overcome challenges and adversity; bringing them together to share learning and help one another continuously improve.
- Line managing members of the delivery team (currently four people within the wider team).
- Supporting programme managers and senior programme managers to develop project strategies, and up-skilling the team with strategic thinking.
- Ensuring the delivery team work well together, nurturing a team culture of mutual respect and learning. Together, the team will discover more effective and impactful ways of working.
- Developing an understanding of the skill-sets and interests of team-members, to understand how we can expand work in ways that complement personal growth.
- Supporting programme leads to help shape budget proposals; support as needed with managing programme budgets.

### **Overseeing our training offer & training platform**

In addition to supporting our programmes, we run in-person and online training for other charities and impact-driven communicators. We also run a course through an online training platform, which is in beta mode, with a view to becoming public later this year.

- Overseeing the deliverables for the Heard training platform and course, including agreeing deliverables with funders, partners and the executive team.
- Managing the platform to ensure a rich learning experience and meet attendee expectations, with the support of the wider delivery team.
- Supporting the delivery team to develop issue-specific modules in the course, and supporting the executive team to explore ways to expand this offering.
- Ensuring our training offers and platform offers good value for paying participants and partner charities, as well as impact.
- Supporting the delivery team to deliver training, including finding ways to standardise some aspects of delivery so we become more efficient and effective.

### **Working strategically & supporting development**

- Ensuring we have systems in place to share learning within the delivery team and other teams, to make our future work more efficient and reduce duplication of effort.
- Capturing ideas from the delivery team and feeding them into the CEO and/or executive team, to support Heard's development and strategic next steps.
- Acting as a connecting force between the delivery team, the feedback they capture from our network members and partners, and the strategic decision-making that happens in the executive team.
- Overseeing and supporting programme managers to create funder reports.



## Skills and requirements

### Essential:

- You are likely to have held a previous role that may have had a title such as head of delivery/programmes/services, senior programme/project manager - likely within a charity or impact-driven organisation.
- Excellent organisational skills and project management skills. Experience running multiple projects concurrently, to time and within budget. Ideally overseeing and supporting others in the delivery of projects.
- Experience in line management, with a focus on staff development and wellbeing.
- Experience of budgeting and managing budgets in the thousands of pounds and/or experience of multi-year grant budgeting.
- Confident and capable in managing team capacity and workload - for example, understanding how to manage a team with competing priorities, and developing systems to assess crunch-points and availability in team capacity.
- Experience facilitating workshops or training, with an interest in what makes a session inclusive, engaging and most likely to lead to impact.
- Understanding of the general principles of how charities can capture and learn from impact metrics - for example, working knowledge of monitoring & evaluation systems, with a commitment to develop our team's learning in this area.
- Confident in relationship-building and experience of managing relationships with a broad range of stakeholders - such as funders, strategic partners, beneficiaries/clients, colleagues in different teams, peers in other charities or similar organisations.
- Enjoys dealing with people and has empathy, patience, and good listening skills.
- Warmth, openness, and sensitivity to the issues we work on and the people we work with.
- General IT skills.

### Desirable:

- Interest in and/or understanding of strategic communications, narrative change and/or framing.
- Experience of working on one or more of the issues Heard currently works across.
- Some experience of, or a strong interest in, working with media and popular culture industries.
- Some experience of, or a strong interest in, working with communications professionals in the charity sector, and/or campaigners.
- Experience in risk management, resolving conflicts, and problem solving when faced with challenges.
- Experience of being part of, or directly supporting, an executive or senior leadership team.
- Appreciation of the challenges and opportunities of working in a small charity.
- Experience of reporting to a charity board of trustees - for example, presenting in person and/or sharing written updates (e.g. for management accounts).
- Some understanding of charity governance and reporting requirements.



## What's in it for you? Would you be a good fit for team Heard?

### Values: a bit about us

This is [our team](#), and this is [the work we do](#). These are our values at Heard: we're **inclusive, thoughtful, patient, creative, determined**, and **brave**.

When we're adding members to the team this is what we're looking for. Someone who is...

- Personally committed to Heard's mission, vision and values, and collaboration-focused method of work.
- Committed to reflection and learning, including sharing failures and uncertainties; openly giving and receiving feedback to/from the team and members of the community.
- Awareness of your own needs: you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team – we're keen to nurture an environment where no one feels worried about asking for help or support when they need it.
- You'll be interested in emotional intelligence and empathising with and appreciating others. You'll be keen to explore and grow and to create opportunities for those you work with to do the same.

### How you'll be supported

As a Heard team member, you will have:

- Regular check-ins with your manager – an opportunity for you to share feelings and experiences about your work, alongside feeding into a well-being and welfare staff framework.
- Mentoring – each staff member is set up with an external mentor after the 6 month probation period.
- Training opportunities – alongside the team-wide training you have, you will also have £400 personal training budget per year. We also try our best to access training opportunities through our funders for staff where possible and encourage staff to attend events.

**Staff benefits:** 7.5% pension contribution and salary sacrifice scheme | 30 days holiday plus bank holidays, a day off on your birthday, a quarterly development day & days between Christmas and New Year | mentoring scheme | annual training budget | and hybrid working. Full list of staff benefits can be found [here](#).



## How to apply

The application deadline is 9am on Monday 8th April.

To apply, please complete [this application form](#).

Here's more info about the form and application process:

- You will need a Google account or Gmail to access the form. Here's [how to set up a Google account](#) - this should only take a couple of minutes.
- Email [info@heard.org.uk](mailto:info@heard.org.uk) if the form or any part of the application process is not accessible to you (or if for any reason you are unable to set up a Google account).
- The form will ask you to upload your CV, and ask you three application questions. We do not ask you to write a cover letter - just to answer these questions.
- **These are the three application questions** (each with a 1,000-character limit, which is roughly 150 - 300 words):
  - *What interests you about a role with Heard?*
  - *Provide an example of when you've led/managed/supported a team in the successful delivery of projects. What were the key ingredients of success?*
  - *Tell us about a successful training, workshop or a session you ran that imparted learning. How did you design it and why was it successful?*
- We will give equal weighting to the CV and the three application questions when we review applications.
- We will review the questions anonymously to counter unconscious bias.
- In the form, we'll also ask about any adjustments or support you may need to ensure the recruitment process feels inclusive to you.

Here's what will happen after you submit your application:

- If your application is taken forwards to the next stage, we will hold first interviews online in the **week commencing 15th April**.
- From these interviews, we will take forward a small number of candidates to second round interviews, ideally in person in London, on the **week commencing 22nd April**.
- If you are unavailable for the interview dates, we will do our best to accommodate you.
- We try our best to make our interviews friendly and welcoming. We will let you know the type of questions we'll ask in advance, and who you'll be meeting with, to help you feel comfortable and prepared. We will do whatever we can to ensure you feel confident and welcome in the space.
- We will try to let you know as soon as possible whether or not you have been invited to interview. If you are invited to interview, we will always aim to provide some feedback.

We look forward to hearing from you - best of luck!