

JOB DESCRIPTION

JOB TITLE:	Director of Service Delivery
MANAGED BY:	Chief Executive
GRADE:	Director

EVALUATION CHECKLIST

Approx. size of team:	Circa 100
Approx. annual budget:	Budget : £5-10mil annual revenue plus extensive capital programmes
Key accountabilities:	Strategic and operational oversight of programme and service delivery Ensuring external services meet defined Service Level Agreements (SLAs). Cross-directorate collaboration across the Chief Executive's Management Team Stakeholder and partner engagement to support delivery Working in partnership with the Director of Operation to ensure alignment with corporate standards to ensure effective delivery or Mayoral priorities Champion effective service design across the MCA Resolution of delivery issues and risk escalation Budget management and resource allocation Feedback into commissioning and strategy functions Leadership and development of delivery teams Promotion of a culture of collaboration, pace, and continuous improvement
Key relationships:	Chief Executive, Directors across Delivery and Resources group (especially Director of Operations), Corporate PMO and Performance teams, internal commissioning and policy leads, delivery partners across public, private and voluntary sectors, Unitary Authorities, external funders and internal governance boards.

THE ROLE

The Director of Service Delivery provides external strategic leadership and operational oversight to ensure the implementation of a portfolio of high-

quality services and programmes across the Combined Authority's service portfolio. This is a vital leadership role, ensuring the Combined Authority translates strategic priorities into impact through timely, joined-up and stakeholder-responsive delivery.

Current key responsibilities include service delivery across thematic areas including Nature Recovery, Low Carbon Delivery, Enterprise Support, Employment and Skills, the post holder ensures the effective mobilisation and execution of programmes that deliver tangible regional outcomes.

This post is part of the Delivery and Resources director group, which works closely with the Strategy, Partnerships, Communications and Place director group as well as the Transport Director group in deliver of the MCA's agenda.

As a senior leader within the Delivery and Resources directorate group, the Director works closely with colleagues—particularly the Director of Operations—to ensure delivery is coordinated, appropriately resourced, and governed effectively with overall accountability for the delivery of identified service and programmes.

Service delivery responsibilities will be subject to change over time in accordance with the organisation's corporate direction and delivery approach.

Key Attributes

Strategic Deliverer

Able to translate high-level strategic goals into practical, efficient, and scalable delivery models.

Systems Thinker

Capable of working across multiple interdependent programme areas and identifying linkages, sequencing, and dependencies to enable joined-up delivery.

Collaborative Leader

Works effectively with peers, partners, and delivery agents to ensure shared ownership of delivery, issue resolution, and continuous improvement.

Delivery Champion

Creates a culture of pace, responsiveness, and learning within and across delivery teams.

KEY RESPONSIBILITIES

Strategic Programme Implementation

Provide leadership across the delivery of thematic programmes and services, ensuring they meet strategic objectives, regional needs, and commissioned priorities.

Cross-Functional Delivery Leadership

Act as a key member of the “Delivery and Resources” leadership group, working alongside fellow Directors to enable coordinated, efficient and strategically aligned delivery.

Programme Planning and Mobilisation

Lead on operational readiness for new programmes and services—including planning, resourcing, risk mitigation and stakeholder engagement—ensuring delivery is fit for purpose and achievable.

Stakeholder-Focused Delivery

Build strong working relationships with public, private, voluntary and community sector delivery partners. Maintain accountability and quality standards in all third-party delivery arrangements.

Interface with PMO and Performance

Work closely with the Corporate PMO to ensure delivery is aligned to assurance frameworks and reporting requirements. Provide the PMO with accurate delivery forecasting, risk updates, and implementation intelligence.

Problem Solving and Escalation

Identify and resolve delivery challenges, escalating risks appropriately through the corporate governance structure. Drive action and accountability to remove barriers to progress.

Delivery Feedback Loop

Act as a critical feedback point between delivery and commissioning, strategy, and policy teams—ensuring that lessons from implementation directly inform future decision-making.

Budget and Resource Management

Manage programme budgets and team resources efficiently, aligning funding and capacity with delivery priorities.

People and Culture

Lead and support delivery teams to work with purpose, collaboration, and a commitment to learning and improvement.

PERSON SPECIFICATION - ESSENTIAL CRITERIA

Qualifications and Knowledge

- Educated to degree level or with equivalent leadership experience in public service delivery, economic development, sustainability or similar.
- Understanding of delivery structures and approaches in regional or local government, combined authorities, or public service organisations.
- Knowledge of delivery models across one or more thematic areas: environment, skills, net zero, enterprise, or regeneration.
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Experience

- Proven senior leadership experience delivering large-scale programmes or services in complex, multi-stakeholder environments.
- Strong track record of working collaboratively with peers and delivery partners to enable successful implementation.
- Experience of leading multidisciplinary teams and driving delivery performance across different workstreams.
- Experience of managing significant budgets, contracts, and delivery risk.

Skills and Competencies

- Ability to deliver results through others, building collaborative delivery cultures across organisations.
- Strategic and operational judgement, with the ability to balance pace and quality in delivery.
- Skilled communicator and relationship builder.
- Comfortable working in a political and fast-moving environment with competing priorities.
- Able to represent the organisation with authority and credibility across multiple sectors.