JOB TITLE: Development Lead (innovation and Change)

REPORTS TO: Head of Programmes

SALARY GRADE: 7

SALARY: £33,309 per annum

HOURS: 35 hours/week (FT)

LOCATION: Hybrid working, our office base is in Glasgow.

About Iriss

Iriss works with people, workers and organisations in social work and social support to help them use knowledge and innovation to make positive change happen. We are a small team of staff working across research, evaluation, innovation, service design, digital, web and knowledge sharing and development.

Iriss is a charity that works across Scotland and our principal funder is the Scottish Government.

About the role

The Iriss Development Lead's role is to develop, lead and deliver high quality, relevant and effective projects within our core offer to the social work and social care sector. You can read more about our core offer in our Strategy.

Alongside colleagues both in and outwith Iriss the overarching purpose of the role is to make a real, practical contribution to making social work and social care better for people, workers, and communities.

Development Leads have a thematic focus area, where possible aligned with existing interests and expertise, the business needs of Iriss and priorities from the sector. The focus of this role is innovation and change.

Who we are looking for

We are looking for someone who really wants to change the social work and social care system for the better and has ideas on how we might practically do that. This role will suit someone with the following qualities:

- **Innovation and change :** You are confident in supporting people, teams or groups to make change happen. You are confident using a range of methods and approaches to doing this, bespoke to the situation.
- **Curiosity and listening:** You are curious about social work and social care and how it could be made better. You listen and attend to what workers and people tell you about their experience and use your expertise to help them solve the problems they face.
- **Analysis and synthesis:** You enjoy using evidence, knowledge, data, and information and ideas to create practical resources and programmes that will make a difference.
- **Working in a team:** We are a small, busy team that works hard to make best use of everyone's skills.
- **Learning and development:** You should be a confident problem solver and able to learn new skills, methods and approaches.
- **Diplomacy and customer focus:** We want everyone who comes into contact with Iriss to have a good experience. You are the kind of person who takes pride in doing excellent work and supporting others.

You will have **skills and experience** in:

- Working confidently with a range of types of knowledge including academic research; practice wisdom; lived experience and policy literature.
- Facilitating groups and designing workshops, including confident facilitation in online environments.
- Writing clearly and persuasively.
- Synthesising project activities and identifying learning into readable, useable resources for people working in social work and social care.
- Project development in areas where 'the right answer' is unclear, contested or unknown.
- Managing projects to time and budget.
- Working effectively and diplomatically with customers and colleagues.
- Using the standard MS Office suite (or equivalent) in a work or study environment.

You will have **knowledge** of:

- Facilitation techniques and approaches.
- Innovation and change.
- Workshop/training design approaches.
- The social work and social care sector.

A typical week in the role

In a typical week in the role, you might be doing the following:

- Facilitating a cross-sector workshop on MS Teams to help a group of social care providers and commissioners to develop a more collaborative way of working together.
- Attending and contributing to an in-person retrospective to understand what went well and what could have been better about an Iriss project.

- Working with a colleague, analysing outputs from a series of discussions, and deciding on the range of product(s) needed from what you have learned.
- Working with the Iriss CEO to develop an evidence-based response to a social care consultation.
- Spending some time reading academic research and other literature in preparation for designing a new project.
- Doing an in-person facilitation with a social work team to help them think through what they want to make better about their systems and processes.

Main tasks

Designing and developing

- Develop and design thoughtful projects aligned with Iriss' five core offers to the sector, in response to sector priorities for change.
- Develop and design engaging structured conversations, workshops and other events to maximise participation and learning.
- Develop a working understanding of your thematic area to ensure projects are well informed and effective.
- Integrate your work with Iriss' core support functions - communications, digital design, web design and service design.

Managing projects

- Work to deliver projects to overall time and budget.
- Develop and maintain good relationships with key people and organisations relevant to the project.
- Maintain a flexible, adaptable approach to managing projects, considering partner pressures and the changing context in which we work.

Facilitating and delivering

- Facilitate groups and workshops both in person and online.
- Produce workshop write-ups and reflections.

Analysing and learning

- Identify learning from projects, workshops, and programmes through effective capture during sessions, post-session reflection and wider discussion.
- Synthesise a range of types of evidence and knowledge to draw practical conclusions and develop useful products for the sector.
- Contribute to developing Iriss' positions on key social policy issues through knowledge synthesis and discussion with colleagues.
- Identify and test new approaches and methods to support innovation and improvement, working with colleagues to analyse what works best in which situation.

Writing and producing

- Work with communications and digital colleagues to produce a range of outputs from project work. These might be written, video, audio, an online course or something else.

Being part of Iriss

- Participate in monthly in-person all team sessions and online team meetings as required.
- Participate in project and whole-organisation work planning.
- Participate in learning activities within Iriss.
- Participate in regular support meetings with your line manager, including proactively identifying areas for training, development and support.
- Contribute to quarterly and annual funder and other reporting activities.
- Attend external meetings as relevant, acting as an ambassador for Iriss.