Role Profile

Role	Strategic Change & Delivery Lead	**Location**	Home-based
Accountable for	No direct line reports	**Accountable to**	Associate Director Strategic Delivery
Core Anchor level	Support	**Travel**	Regular (may include team meetings or other work-related meetings)
DBS check	Not required	**Salary | Grade**	£50,000 | Grade F
Contract type	Fixed-term 18 month contract	**Hours**	35 hours per week

Overall purpose and impact

Strategic Change & Delivery Leads are experienced change and improvement practitioners who turn organisational and system priorities into well-managed delivery and embedded change. Working alongside the Associate Directors for Strategic Delivery, operational leaders and delivery teams across services, operations, product and digital - they provide the hands-on leadership needed to move complex priorities from intent into action and sustainable impact for stroke survivors, supporters and the wider organisation.

The role combines strategic awareness with practical delivery leadership. Strategic Change & Delivery Leads lead complex sprints, programmes and improvement initiatives. They will also provide analysis and recommendations to inform prioritisation, sequencing and capacity decisions; proactively manage dependencies, risks and delivery issues; and ensure change is designed with people, culture, capability and operational readiness in mind.

A strong systems-thinking perspective is central to the role. Strategic Change & Delivery Leads look beyond individual sprints or teams to understand how changes interact across services, teams and systems, identify dependences and unintended consequences, and help leaders make choices that optimise outcomes for the wider organisation rather than individual parts.

Role Profile

Responsibilities
Change, delivery, continuous improvement and embedding: • Lead complex sprints, projects and improvement initiatives within agreed priorities, applying appropriate agile, project, change, business analysis and process-improvement methods. • Work with teams to understand root causes, test assumptions and deliver improvements that address systemic issues, considering people, culture, capability, processes, customer experience and technology together. • Lead adoption and transition into business-as-usual, ensuring changes are embedded and benefits and wider impacts are evaluated. • Use evidence, insight and feedback to adapt delivery approaches and improve outcomes.
Sprint delivery and leadership: • Agree clear delivery outcomes, measures, responsibilities, milestones and proportionate governance for assigned sprints and workstreams. • Lead multidisciplinary teams through influence, coordinating specialist contributions and managing delivery risks, dependencies and issues across boundaries. • Assess delivery implications, competing demands and available capacity; provide clear recommendations on sequencing, resources and trade-offs for decisions by appropriate leaders. • Monitor delivery progress, benefits and unintended consequences, escalating matters requiring system-level or strategic decisions.
Systems thinking and ways of working • Apply a whole-system perspective to understand interactions, dependencies and feedback loops across services, teams and systems, and use this insight to improve delivery choices. • Contribute practical delivery insight to the design and embedding of agreed operating rhythms, governance, prioritisation and delivery practices. • Capture and share learning from delivery to strengthen organisational approaches, encourage adaptation and support continuous improvement.
Collaboration and capability building • Coach, mentor and support colleagues to build confidence and capability in delivery, change and continuous improvement methodologies. • Develop and share practical tools, guidance and approaches that enable teams to lead more of their own improvement and change.

- Build understanding of systems thinking, helping colleagues consider connections, dependencies, feedback loops and wider organisational impact when planning and delivering change.
- Promote reflective practice, evidence-informed improvement and a culture of learning from delivery.
- Foster agile, adaptive and collaborative approaches to delivery.
- Contribute to communities of practice and organisational learning so that effective approaches to delivery are strengthened over time.

Leadership, collaboration & working relationships

- Work closely with the Associate Directors of Strategic Delivery, operational leaders, subject matter experts and colleagues from across the organisation taking a partnering approach to translating agreed organisational and system priorities into delivery and outcomes.
- Lead primarily through influence, facilitation, coaching and clear accountability – bringing people together around shared outcomes.
- Build trusted relationships across organisational boundaries and contribute to a collaborative, inclusive and delivery-focused culture.
- Use systems-thinking to connect different perspectives, consider the external environment and other relevant factors, broker alignment around agreed outcomes, and help teams understand the wider implications of their work.
- Lead multidisciplinary sprint and project teams, coordinating sprint and project team members without direct line management responsibility to ensure delivery of the relevant outcomes.

Person specification – listed below are all the essential criteria for the role
Significant experience leading complex change, improvement, programmes, projects or sprints through to measurable outcomes and sustained adoption.
Experience translating agreed strategic or system priorities into practical delivery plans, balancing ambition with operational capacity and constraints.
Strong working knowledge of relevant change and delivery disciplines, including project/sprint management, business analysis, process improvement, change management and risk management; able to select methods proportionately.

Experience leading multidisciplinary delivery across organisational boundaries, including influencing stakeholders without direct management authority.
Experience identifying and managing delivery risks, dependencies and competing demands, and presenting clear options and recommendations to senior decision-makers.
Ability to apply systems thinking to connections, feedback loops and unintended consequences, and use this understanding to improve delivery decisions.
Experience supporting change adoption, transition into business-as-usual, evaluation and benefits realisation. Strong facilitation, communication and relationship-building skills, including explaining complex issues and navigating different perspectives.
Experience coaching others or developing practical tools and ways of working that build capability in change, delivery or continuous improvement.
Commitment to the Stroke Association's mission, values and reducing health inequalities.
Strong interpersonal skills, with the ability to build trusted relationships and work effectively with diverse groups.
Willingness to travel across the UK and work flexibly.
Confident using digital tools and adapting to new ways of working.