



Delivery Manager

Location: Remote (The Community Revolution operates as a remote-first digital workplace)

Commitment: Volunteer

Reports to: [Insert reporting manager, e.g., Head of Delivery or Director of Operations]

Time commitment: 8-12 hours per week

1. The role at a glance

The volunteer **Delivery Manager** is accountable for the performance and successful output of a delivery team. You will be vital in building and maintaining motivated, collaborative teams, identifying and removing obstacles, and coaching members to apply appropriate Agile and Lean tools and techniques. This leadership role is crucial in focusing the team on the delivery of valuable products and services, directly supporting The Community Revolution's mission of sustainable development.

2. Key responsibilities and deliverables

A clear, scannable list of the primary duties. Use action verbs and focus on outcomes.

- Building and maintaining the team, ensuring members are motivated, collaborating effectively, and operating well together.
- Coaching and mentoring team members to select and apply the most appropriate Agile and Lean delivery methods, encouraging experimentation and reflective practice.
- Actively facilitating the delivery flow of the team and managing the pace, tempo, and internal/external dependencies.
- Proactively identifying and removing obstacles or impediments to progress, and escalating issues where appropriate.
- Managing active and reactive communication with technical and non-technical stakeholders, listening to their needs, and managing their expectations.



- Guiding the team through the creation and implementation of a new or improved process that works for them.
- Using data and a clear understanding of the environment to inform planning, prioritise the most important tasks, and ensure that teams plan appropriately for their capacity.
- Managing the delivery of products and services that add value through different phases of the lifecycle, identifying when a product should move to the next phase.

3. Essential requirements

These are the non-negotiable skills, experience, and qualities.

Experience and knowledge

- A minimum of 3 years of practical experience in a Delivery or Project Management role, or proven equivalent practical experience.
- Practitioner-level knowledge of Agile and Lean principles, demonstrating the ability to select and blend appropriate delivery methods.
- Demonstrable passion for social enterprise, sustainable development, and the volunteer sector.

Core skills and competencies

- Excellent communication and stakeholder management skills, with the ability to host difficult discussions within a team.
- Proven ability to coach and mentor team members to foster continuous improvement.
- Strong facilitation skills for managing team dynamics and empowering others to deliver.
- Ability to report on financial delivery and understand the balance of cost versus value.

Digital Workplace requirements

Basic digital literacy and a reliable internet connection are essential.

Proficiency with modern digital tools for remote collaboration, including:

- **Groupware:** Email (Gmail) and Calendar management.
- **Office Software:** Google Workspace (Docs, Sheets, Slides) for documentation and data management.
- **Communications:** Video conferencing and messaging applications.



4. Desirable skills and experience

Skills that would make a candidate stand out, but are not mandatory.

- Previous experience working in a remote or digitally-focused team.
- Experience acting as the point of contact for contracted suppliers or third parties.
- A recognised qualification in a relevant discipline (e.g., Scrum, Prince2, or equivalent).
- Experience in digital or technology product lifecycle management.

5. What we offer

This section outlines the benefits, training, and growth opportunities.

- **Impact:** The opportunity to make a tangible difference in the community by directly enabling the successful delivery of meaningful sustainable development projects.
- **Flexibility:** A fully remote role with flexible working hours to fit around your commitments.
- **Development:** Access to internal training, professional development opportunities, and mentorship to enhance your leadership and delivery skills.
- **Culture:** A supportive, collaborative, and mission-driven team environment focused on social change.