



JOB DESCRIPTION: Innovation Delivery Team Performance Management Lead

LOCATION: Memphis, TN

Travel: 10-20%

Background

The City of Memphis was selected by Bloomberg Philanthropies as one of five cities nationwide to receive an Innovation Delivery Team grant. The three-year grant represents one of the largest private-sector commitments to social innovation in our nation's history. The grant will fund local teams, housed within the Mayor's Office, charged with developing effective solutions to some of the city's most pressing challenges. Reporting directly to the Director of the Mayor's Innovation Delivery Team, the Innovation Delivery Team Performance Management Lead is responsible for building and monitoring the performance management system the Innovation Delivery Team uses to track its progress across all priority areas. (S)he actively supports the project managers throughout implementation, assembling, and analyzing performance data on all initiatives. (S)he is also be responsible for overseeing evaluation by a third-party evaluator if such a group is brought in.

In Memphis, the team is charged with **reducing incidences of handgun violence**, particularly among juveniles, and **supporting small business growth in core city neighborhoods**.

The Performance Management Lead will also be an active participant in an exclusive learning network of five cities implementing the Innovation Delivery Team model, applying a set of public sector management best practices and programmatic reforms aided by extensive technical assistance from Bloomberg Philanthropies.

Responsibilities

- Working with Project Managers and Junior Project Managers to understand key deliverables of each initiative and the overarching challenge
- Developing simple, measureable, actionable, relevant, and time-bound (SMART) performance metrics for each initiative
- Aggregating and reporting metrics from across a series of initiatives to reflect the status of progress towards the target for each challenge
- Leading the interagency process for identifying appropriate measures of progress for existing, complementary activities and initiatives
- Leading the Innovation Delivery Team to build performance trajectories for each target and subordinate initiatives
- Managing and maintaining strong relationships with a broad set of stakeholders, including government officials and private and nonprofit sector leaders
- Consulting with internal and external experts to generate innovative measurements of performance and assess their feasibility
- Researching and recommending to the director/project managers outside agencies to provide independent evaluation of existing or new initiatives, or organizations to provide accurate data necessary to initiative development.

- Coordinating the hiring and providing oversight of any outside/contracted entities providing such service
- Communicating progress to all relevant stakeholders, including Initiative Sponsor, Initiative Lead, and Innovation Delivery Team Director, and Project Managers
- As required by the Director, actively participating in Bloomberg Philanthropies' cohort activities with other Innovation Delivery Team grantees and ensuring all grant requirements are met

Qualifications

The ideal candidate possesses a passion for making Memphis a City of Choice and is ready to work in a high-energy, openly collaborative work environment. The innovation Delivery Team will guide the City through a successful innovation process, while setting an environment for change and open collaboration. To that end, Team members need to be able to simultaneously balance dogged adherence to an innovation process and protocol that is critical to delivery but also must think creatively and asymmetrically and bring abstract concepts to practical implementation in a very time constrained environment. Characteristics of successful candidates for the Innovation Delivery Team Project Manager position include:

- Ability to measure large scale change across multiple stakeholders, constituencies, and/or agencies;
- Experience working on and measuring the success of a high-performing team;
- Track record of establishing targets and delivering measurable results on time and within budget;
- Direct experience working with government or private sector leaders; and
- Ability to thoughtfully communicate with and respectfully engage diverse stakeholders around a shared vision for achieving results

Experience in the fields of economic development and/or community development is favorably considered but not essential.

Application letters and resumes must be received by November 28th and may be mailed to:

Mayor's Innovation Delivery Team
c/o Memphis City Hall
Attn: Kerry Hayes
125 North Main Street, 7th Floor
Memphis, TN 38103

or emailed to

Kerry.Hayes@MemphisTN.gov

(please put "Innovation Delivery Team" and the relevant position in the subject line)

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