

City of Baltimore

Innovation Team Program Manager, Mayor's Office of Innovation

Do you have a knack for coming up with innovative ideas and solutions? Do you lead to inspire and are you committed to process improvement and meaningful change?

The City of Baltimore is seeking an innovative and creative thought leader to serve in the City's new role as the Innovation Team Program Manager. This inventive and broad-minded professional will be responsible for collaborating with and inspiring stakeholders, to challenge the status quo by dissecting and examining facilitation and technical processes. The Manager will facilitate and inspire diverse teams/groups in the research, testing, and integration of innovative solutions that aid, improve/enhance standard operating systems. The scope for innovative opportunities includes: data management platforms; risk-based models; unit, department, and agency compliance and competency; and real-time data collection.

This challenging and exciting position requires a distinctive skill set that encompasses:

- ☐ A technical background in assurance, traceability, monitoring, and evaluation
- ☐ Strong communication skills; with an ability to deduce and convey complex technical issues in multiple formats for audiences.
- ☐ Skilled facilitator, with expertise in the development and delivery of training curriculum
- ☐ Organizing and facilitating brainstorming workshops to bring new ideas to fruition.
- ☐ Working on novel projects and proven ability to bring ideas from conception to completion.
- ☐ Extensive project management and change management expertise.
- ☐ Knowledgeable and savvy about systems and accounting and financial .
- ☐ Master team leadership with the ability to influence, motivate, and direct, instruction, and direction.
- ☐ Ability to translate program objectives into innovative design solutions
- ☐ Basic understanding of urban/municipal planning/design concepts
- ☐ Familiarity with design-based innovation, behavioral insights, lean methods or other innovation methods a plus.

Responsibilities:

- ☐ Identify and engage internal and external stakeholders on applicable project teams from beginning to end, encouraging buy-in and co-creation in identifying and developing solutions.
- ☐ Responsible for assigning tasks to the Innovation Team members, scheduling and monitoring work and reviewing results for timeliness, accuracy and quality.
- ☐ Establishes timeframes for regular ascertainment and fulfillment meetings with Innovation team stakeholders and applicable City agencies. Provide deliverables within established timeframes.
- ☐ Partners with mayoral offices, city constituents and/or agency stakeholders to provide and/or ensure optimal response times, service delivery and achieved deliverables.

- Establishes and manages processes supporting the overall mission and vision of the Mayor's Office of Innovation, streamlining communications between Innovation Team Members and project sponsors; and engaging in meaningful and efficient discussion of priorities and resource availability.
- Communicate progress to stakeholders, including regular reporting to Innovation Director. Supervise development of targets and regular measurement of progress.
- Executes and contributes to the flow of information by conducting regular team meetings to ensure staff are updated on relevant objectives/issues within the City of Baltimore and submitting formal monthly reports to the Team Director.

Minimum Qualifications

Bachelor's Degree in Management, Human Resources, Project Management, Anthropology, Sociology, Public Policy or related disciplines required. At least five years' experience supervising and motivating project teams. Experience in consumer-facing experiences or technology a plus. Track record of translating program objectives into innovative design solutions. Advanced Degree preferred. Advanced degree may be substituted, on a year for year basis, for all but two years of required experience.

Supplemental Information

Salary negotiable and commensurate with experience and qualifications. Qualified applicants are encouraged to apply. Resume and letter of interest including salary history and requirements should be emailed to **talent.masters@baltimorecity.gov**. Candidate finalist must successfully pass a criminal background investigation check and drug/alcohol screenings.

No phone calls, please.

EOE/M/F/D/V TTY: 711