

## ROLE DESCRIPTION / CONVENER TEAM LAB OPERATIONS LEAD

### ROLE PURPOSE AND OVERVIEW:

The Lab Operations Lead is responsible for Lab implementation for the Convening Organization(s) (CO). They are the operational interface between the CO(s), Roller and wider stakeholders. They ensure that the Delivery Team has the support and resources required from the CO. They are also responsible for communications and education of the CO members about the Lab and any capability building that is required by the CO for the success of the Lab.

- Supporting day to day, tactical and operational activity of the Lab
  - Liaising and communicating with CO internal and external stakeholders
  - Reporting to CO Board and stakeholders on Lab progress and status
  - Participating in the Lab Governance Board as a member
  - Supporting other CO Lab Team members such as the Lab Owner and the Lab Champions
  - Negotiating financing and contracting with the CO and other Lab stakeholders
  - Providing access to CO resources and relationships as necessary for the Delivery Team to deliver the Lab successfully
  - Working across the functional areas of the Lab including communications, knowledge management, capability building, convening and recruiting, logistics and evaluation to ensure effective day to day collaboration between the CO and Roller teams
  - Making tactical and operational decisions on behalf of the CO
- 
- Ability to navigate CO structure and relationships in support of Lab success
  - Ability to negotiate and support contracts in the CO system

### ACCOUNTABILITIES /

ONGOING ACTIVITY EXPECTED  
FROM THE ROLE

### FUNCTIONAL CAPABILITIES /

CAPABILITIES REQUIRED TO ENACT  
THE ROE

- Ability to influence and ‘sell’ the Lab as needed to CO members
- Ability to implement capability building strategy for CO to run to be an effective host organizations for Labs
- Ability to build relationships with multiple stakeholders across the Lab ecosystem as well as inside the CO
- Ability to communicate how Social Labs fits into the COs overall strategy
- Ability to manage multiple, and often competing priorities and stakeholder needs
- Ability to manage Lab budget for the CO

**TECHNICAL CAPABILITIES** / CAPABILITIES ENCOURAGED, BUT CAN BE TRAINED ON THE PROJECT IF NEEDED

<b>AGILE</b>	Knowledge and ability to use Agile as an iterative project management modality working in sprints and rapid cycles.
<b>DOCUMENTATION</b>	Knowledge and ability to use shared protocols, processes and practices for capturing information and learning.
<b>STAKEHOLDER RELATIONS/ CUSTOMER SERVICE</b>	The ability to work with a multi-stakeholder system, different perspectives, and ability to communicate effectively with the variety of stakeholder groups across the system.
<b>PROTOTYPING</b>	Knowledge and ability to create and build products using, rapid cycles, testing, and customer validation.
<b>DESIGN</b>	Knowledge and use of basic formatting, shared documentation standards, presentation of information, fonts, logos, templates, etc.
<b>COMMUNICATIONS</b>	Knowledge and ability to use multiple communications channels (print, video) storytelling, and narrative generation.
<b>IT SYSTEMS</b>	Ability to use social media (Twitter, Facebook), project management platforms (Trello, Slack) and other systems as required.

**CORE CAPABILITIES** / BASE LEVEL OF THESE CAPABILITIES IS REQUIRED TO FULFILL THE ROLE

<b>SELF-AWARENESS</b>	The ability to be conscious of one's own character, feelings, capabilities, motives, and desires. It includes awareness of how you are perceived by others and the impact you have on others.
<b>CREATIVITY</b>	The ability to be effective and produce results with patience, bravery, imagination and flexibility in the face of complexity and uncertainty.
<b>COLLABORATION</b>	The ability to reach mutual understanding and connection by exchanging information, ideas and feelings- especially across differences. It includes the ability to create and share meaning and produce collective results.
<b>POWER AND SYSTEMS</b>	The ability to understand how systems function and to perceive the role and impact of power within systems.

Varies: Average week may be 20-25 hours per week. Weeks leading up to and during Lab events could be closer to 30 hours.

**ESTIMATED TIME COMMITMENT/**  
HOURS PER WEEK OR MONTH

3-5 years experience

**EXPERIENCE**