

ROLE DESCRIPTION / LAB OWNER

ROLE PURPOSE AND OVERVIEW:

The Lab Owner holds the primary accountability for the Lab on behalf of the Convening Organisation. They are responsible for the relationship between the Lab and their Organisation's members and stakeholders. They are the strategic lead for the Convening Organisation as well. If the Lab is convened by partner organisations there would be a Lab Owner for each convening organisation.

- Proposing and adapting the strategic direction of the Lab
- Engaging stakeholders within the Convening Organisation and externally as needed in strategy development and strategic decision making
- Managing relationship among convener(s) including contracts, partnership agreements, and health of relationships
- Providing high-level support for the Lab within the Convening Organisation
- Supporting the capacity building of the Convening Organisation and partners to convene/host Social Labs
- Identifying risks and opportunities in regards to the Lab
- Communicating vision, direction and strategy to internal and external stakeholders
- Influencing and advocating for the Lab internally and externally
- Aligning and gaining necessary buy-in within the Convening organisation for the Lab
- Integrating on-going learning and evaluation feedback into overall direction of Lab
- Signing off budgets and contracts
- Collaborating with Convening Team Operations Lead and Champions, Product Owner, Project Manager/Scrum Master
- Holding overall accountability for Lab Delivery and outcomes within the Convening Organisation

ACCOUNTABILITIES /
ONGOING ACTIVITY EXPECTED
FROM THE ROLE

- Ability to identify strategic needs of the Lab
- Ability and authority to commit the convening organisation to the Lab
- Ability to influence diverse and multiple stakeholders
- Ability to create and maintain strong interpersonal relationships and successfully manage relationship-building dynamics and processes
- Ability to present and communicate Social Labs practice
- Ability to support Convening Organisation to build capability in Social Labs work
- Ability to inspire others
- Ability to navigate large, small and/or complex organisations, including gaining access to key stakeholders required for the Lab
- Ability to communicate personal and organisational learning from Lab participation
- Ability to articulate benefits of a Social Labs approach to complex challenges

FUNCTIONAL CAPABILITIES/
CAPABILITIES REQUIRED TO ENACT
THE ROLE

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

AGILE	Knowledge and ability to use Agile as an iterative project management modality working in sprints and rapid cycles.
DOCUMENTATION	Knowledge and ability to use shared protocols, processes and practices for capturing information and learning.
STAKEHOLDER RELATIONS/ CUSTOMER SERVICE	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.
PROTOTYPING	Knowledge and ability to create and build products using, rapid cycles, testing, and customer validation.
DESIGN	Knowledge and use of basic formatting, shared documentation standards, presentation of information, fonts, logos, templates, etc.
COMMUNICATIONS	Knowledge and ability to use multiple communications channels (print, video) storytelling, and narrative generation.
IT SYSTEMS	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

SELF-AWARENESS	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.
CREATIVITY	The ability to be effective and produce results with patience, bravery, imagination and flexibility in the face of complexity and uncertainty.
COLLABORATION	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.
POWER AND SYSTEMS	The ability to understand how systems function and to perceive the role and impact of power within systems.

This role is present throughout the Lab from beginning until completion. Depending on the size of the organisation and scope of the Lab this role can vary between 2-3 hours per week to 1 day per week. It can also vary around specific phases and events in the Lab cycle e.g. convening partners, kick-off events, etc. Average per month is likely around 3-5 days per month.

ESTIMATED TIME COMMITMENT/
HOURS PER WEEK OR MONTH

The Lab Owner must have authority and experience within the Convening Organization system and to speak on behalf of the organization, with internal and external stakeholders.

EXPERIENCE