



Team Lead, Practice and Projects

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

The Innovation Lab is an internal consultancy that serves the Corporation through:

- Project consulting on complex, human centred challenges affecting Calgarians and City staff.
- Professional learning that enables City staff to learn and apply innovation methodologies and tools.
- Stewardship of the Innovation Network to strengthen relationships across The City and build the conditions for innovation.

The Team Lead, Practice and Projects plays a critical role in shaping how the Innovation Lab delivers its work. The Team Lead is responsible for leading people, stewarding professional practice, and overseeing the delivery of a portfolio of innovation projects. While not accountable for leading every project directly, the Team Lead provides direction, coaching, and quality oversight to ensure work is delivered to a high professional standard and aligned with organizational priorities.

The Team Lead supports and oversees innovation work that is often high complexity, high impact, and politically sensitive. These challenges frequently involve:

- Competing human needs and long standing issues that span administrative and political boundaries.
- Complex partner and power dynamics across multiple business units and leadership levels.
- High stakes decisions with potential impacts on Council, Calgarians, City reputation, and public trust.
- Close alignment with senior leadership champions and corporate priority areas.

The Team Lead, Professional Practice & Projects leads a team to deliver complex, cross corporate innovation projects, stewarding professional practice, people leadership, and portfolio delivery across the Innovation Lab. Major duties include:

- Lead and manage a team of up to ten innovation designers and innovation practitioners, including recruitment, onboarding, coaching, mentorship, performance management, and conflict resolution, while fostering a psychologically safe and creative work environment.
- Act as a practice lead and coach for the Innovation Lab, guiding Lab staff in the effective application of human centered design, service design, Agile project management, customer experience, and systemic design within a public sector context.
- Steward the Lab's professional practice by strengthening and maintaining high standards for the innovation tools, methodologies, and outputs used in designers work.
- Evolve the Lab's professional practice through a strong vision and connection into emerging trends coming from local, national and international innovation and design communities.
- Develop methods to ensure project quality, output consistency, solution scalability, and storytelling across portfolio projects, working with internal teams and external consultants to elevate the value of the Innovation Lab to the organization.
- Lead project and portfolio management activities, including prioritization, workload and capacity planning, implementation and oversight of timely project delivery to ensure alignment with Lab strategic goals.
- Identify, monitor, and mitigate delivery, practice, and capacity risks across innovation projects and service requests, advising senior leaders on implications for outcomes, timelines, and organizational impact.
- Monitor and allocate budget and resource oversight for the project portfolio.
- Build strong relationships and steward collaboration with contributors and leaders connected to the Lab's projects.
- Represent the Lab in City wide initiatives, partnerships, and community events.

Qualifications

- A degree (Science, Digital Arts, Social Science, Public Administration, Business, Design, Planning, or related field) and at least 10 years of relevant innovation design and progressive formal/informal leadership experience, working in highly complex environments.
- Equivalent combinations of experience and education may be considered.
- Proficiency with project management software tools (e.g., Microsoft Project, SharePoint) and applying them to guide and support cross-functional teams through the project lifecycle.
- Success in this position requires excellent strategic, critical thinking, and creative problem-solving skills.
- Well-developed communication skills with proven experience communicating complex ideas and information in a clear and accessible manner.
- Strong interpersonal skills are required including the ability to build trust, influence, negotiate, and resolve conflict.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Workstyle: This position may be eligible to work from home for at least part of the time as one of several flexible work options available to City employees. These arrangements depend on the operational requirements of the role, employee suitability, and are subject to change based on operational needs and corporate direction.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level A2 \$113,400 - 141,700 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Collaboration, Analytics and Innovation

Location: 800 Macleod Trail S.E.

Days of Work: This position works a 5 day work week, earning 1 day off in each 3 week cycle.

Apply By: January 28, 2026

Job ID #:313219