**Delivery Manager**

###### JOB DESCRIPTION - MAIN DUTIES OF THE POST

You will manage one or more agile projects, typically to deliver a specific product or transformation via a multi-disciplinary, highly skilled digital team. You’ll be adept at delivering complex digital projects, breaking down barriers for your team, and both planning at a higher level and getting into the detail to make things happen when needed.

The main responsibilities of the post are:

* Delivering projects & products using agile project management methodologies (such as Scrum, Kanban), learning & iterating frequently.
* Working with the Product Manager to understand the roadmap for a given product and together translating that into requirements (stories) and doing high-level project planning.
* Leading the collaborative dynamic planning process - balancing the work that needs to be done with the capacity & skills of the team.
* Matrix-managing a highly skilled multidisciplinary team (specialists are line managed & developed within their specialisms, but allocated to projects).
* Defining project needs and feeding these into the Demand/Supply process; participating in matching decisions (we aim to match project needs with individual development needs wherever possible, to build high performing teams where people are excited about the work they are undertaking).
* Ensuring all products are built to an appropriate level of quality for the stage (alpha/beta/production) including managing functionality, usability, performance, scalability, security, resilience.
* Communicating progress, barriers/constraints and plans to your team, the broader organisation, and senior management, each at the appropriate level of detail for the audience.
* Actively participating in the Delivery Manager community, sharing & reapplying skills and knowledge and bringing in best practice.

###### PERSON SPECIFICATION - COMPETENCES/SKILLS REQUIRED

**Analysing Evidence and Thinking Strategically**

**Essential**

* Thinks strategically when integrating complex or conflicting analysis from a range of sources to provide balanced advice
* Makes sound, evidence-based decisions, assessing risks and defending decisions and action
* Champions and encourages others to think strategically when developing new approaches or addressing novel problems

**Managing and Supporting Programmes and Projects**

**Essential**

* Manages people, resources and relationships efficiently to ensure effective delivery of programmes and projects
* Delivers timely project objectives within budget and to quality standards, ensuring that business benefits  are realised
* Evaluates outcomes of programmes and projects to build capability and share lessons learned

**Focusing on Customers and Stakeholders**

**Essential**

* Shapes, links and manages customer and stakeholder expectations to determine delivery capabilities,  accounting for changing requirements
* Builds trust and openness with customers and stakeholders, keeps them updated on progress and  acts upon feedback
* Empowers others to improve the scope, delivery capability, measurement and provision of customer and  stakeholder services

**Leading and Team working**

**Essential**

* Provides a vision and defines clear team roles, responsibilities and objectives
* Empowers, motivates and inspires teams to deliver timely results, systematically reviews progress and team performance

**Desirable**

* Develops the capability of teams to deliver the Department's objectives

**Managing and Valuing People**

**Essential**

* Reinforces a culture that values all people and rewards productive behaviour, promptly addressing any poor performance

**Managing Finance and Resources**

**Essential**

* Anticipates business needs and managing resource requirements
* Ensures an appropriate understanding of roles and responsibilities in complying with guidance on finance  policies and procedures

**Desirable**

* Plans effectively and utilises budgets and resources, including the authority to re-deploy funds across functions, to deliver measurable value for money

**Communicating and Marketing**

**Essential**

* Promotes effective information sharing

**Desirable**

* Uses experts to help ensure the effective communication and marketing of business objectives
* Works in partnership with experts to define, plan, implement, review and measure the effectiveness  of communication and marketing channels

**Specialist Skills / Expertise**

**Essential**

* Experience in delivering digital projects & products in a fast paced environment
* Experience using agile project management methods (e.g. Scrum, Kanban)
* Demonstrated ability to balance multiple priorities & deal with ambiguity
* Demonstrate an excellent understanding of the Internet and the various platforms it supports.

**Desirable**

* Experience matrix-managing multi-disciplinary teams
* Though not essential, strong technical underpinning will help you to excel in this role, including infrastructure/cloud understanding as well as development.