**Delivery Manager**

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.

Defining project needs and feeding these into the programme/portfolio process will enable resource to be appropriately allocated. You will be core to decisions that build high performing teams, where people are excited about the work they are undertaking.

**The main responsibilities of the post are:**

● Deliver projects and products using the appropriate agile project management methodology, learning & iterating frequently

● Work with the Product Manager to define the roadmap for any given product and translate this into user stories

● Lead the collaborative, dynamic planning process - prioritising the work that needs to be done against the capacity and capability of the team

● Matrix-managing a multidisciplinary team

● Ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production)

● Actively participating in the Delivery Manager community, sharing and re-applying skills and knowledge and bringing in best practice.

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

***Setting Direction***

**Changing and Improving**

**Essential**

* Provide constructive challenge to senior management on change proposals which will affect own business area
* Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges
* Encourage a culture of innovation focused on adding value – give people space to think creatively

**Making Effective Decisions**

**Essential**

* Analyse and evaluate pros and cons and identify risks in order to make decisions that take account of the wider context, including diversity and sustainability
* Identify the main issues in complex problems, clarify understanding or stakeholder expectations, to seek best option
* Make difficult decisions by pragmatically weighing the complexities involved against the need to act
* Push decision making to the right level within their teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery

***DELIVERING RESULTS***

**Managing a Quality Service**

**Essential**

* Make clear, pragmatic and manageable plans for service delivery using programme and project management disciplines
* Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met
* Establish how the business area compares to customer service expectations and industry best practice and identify necessary improvements in plans

**Delivering at Pace**

**Essential**

* Get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations
* Adopt clear processes for managing at all levels
* Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time rewarding success
* Maintain effective performance in difficult and challenging circumstances, encouraging others to do the same

***ENGAGING PEOPLE***

**Leading and Communicating**

**Essential**

* Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work
* Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals
* Clarify strategies and plans, giving clear sense of direction and purpose for self and team

**Collaborating and Partnering**

**Essential**

* Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests
* Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible
* Effectively manage team dynamics when working across Departmental and other boundaries
* Seek constructive outcomes in discussions, challenge assumptions but remain willing to compromise when it is beneficial to progress

**Specialist Skills and requirements**

**Essential**

* experience in delivering digital projects and products

● proven experience using agile project management methods

● proven experience balancing multiple priorities and dealing with ambiguity

● sound understanding of the digital landscape

● experience in matrix-managing multi-disciplinary teams