**Programme Delivery Manager job description**

You will create, manage and continuously improve one or more programmes using agile and lean principles and methodologies, typically to deliver a specific product or transformation via a number of multi-disciplinary, highly skilled digital teams. You’ll be adept at delivering complex digital projects, breaking down barriers for your team, dealing with escalations and both planning at a higher level and getting into the detail to make things happen when needed.

Defining programme needs and feeding these into the 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:**

* drive continuous, provable improvements and efficiencies based on data
* lead and motivate multiple multi-disciplinary teams, having the knowledge and experience to provide support and guidance
* ensure teams are able to work effectively by having a productive working environment
* work with product managers and team to establish a delivery rhythm, ensure common priorities, manage dependencies and remove blockers
* provide leadership cross programme on agile and lean methodologies
* work with the product manager to build and iterate a product roadmap to meet the needs of the programme
* ensure all products are built to an appropriate level of quality for the stage (alpha/beta/live)
* provide data to help the product manager report on the programme to the portfolio and senior management team
* actively participate in the delivery manager community, sharing and re-applying skills and knowledge and bringing in best practice
* map and manage stakeholders to ensure good relations and effective communication
* manage programme budgets to ensure best value is delivered and accurate forecasts can be made
* Be a champion for the programme

**PERSON SPECIFICATION - COMPETENCES/SKILLS REQUIRED**

**Setting Direction**

**Changing and Improving**

**Essential**

* encourage a culture of innovation focused on adding value – give people space to think creatively
* spot warning signs of things going wrong and provide a decisive response to significant delivery challenges
* provide constructive challenge to senior management on change proposals which will affect own business area
* consider the cumulative impact on own business area of implementing change (culture, structure, service and morale)

**Making Effective Decisions**

**Essential**

* push decision making to the right level within their teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery
* 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

**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
* clarify strategies and plans, giving clear sense of direction and purpose for self and team
* stand by, promote or defend own and team’s actions and decisions where needed
* confidently engage with stakeholders and colleagues at all levels to generate commitment to goals

**Collaborating and Partnering**

**Essential**

* actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests
* 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

**Delivering results**

**Managing a Quality Service**

**Essential**

* exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met
* make clear, pragmatic and manageable plans for service delivery using programme and project management disciplines
* create regular opportunities for staff and customers to help improve service quality and demonstrate a visible involvement

**Delivering at Pace**

**Essential**

* get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations
* clarify business priorities, roles and responsibilities and secure individual and team ownership
* adopt clear processes for managing at all levels
* maintain effective performance in difficult and challenging circumstances, encouraging others to do the same

**Specialist skills and requirements**

**Essential**

* demonstrable experience of working within and building teams based on agile or lean project management methodologies.
* proven experience using agile and lean methodologies to deliver programmes, projects and products
* proven experience balancing multiple priorities and dealing with ambiguity
* understanding of the digital landscape
* experience in matrix-managing multi-disciplinary teams
* proven experience in managing cross-dependencies and prioritisation
* proven experience of managing budgets, delivering value for money and forecasting need
* proven experience of driving continuous, provable improvements and efficiencies based on data

**Desirable**

* Understanding of a wide range of programme and project management methodologies and how to integrate them into different environments