

## Job Description

# Delivery Manager

**Reference:**

**Date: March 2022**

**Band:** 8 (£35,411 - £39,493)  
**Service:** Digital & IT  
**Team:** Digital Design & Delivery  
**Responsible to:** Lead Delivery Manager  
**Workplace:** County Hall, Morpeth

## Job Purpose

The Delivery Manager will be required to:

- Contribute towards the effective long term delivery of multiple and complex, high-risk products and services.
- Resolve large or high-risk commercial management issues. Coach others in appropriate commercial management.
- Act as Delivery Manager, with support, for more than one multi-disciplinary product teams through the product lifecycle and into continuous delivery and support of new digital services at the council.
- Be a champion for agile delivery across the council, including agile software development practice and modern digital technology and practice
- Take an active role in our delivery community of practice
- Coach others in the team

## Resources

### Staff:

Has some responsibility for the work of others and for the allocation of resources. This may include mentoring graduates, internships, and apprentices

### Finance:

Day to day responsibility for budgets of 'small projects. Contribute towards business cases communicating business-value propositions.

### Physical:

Maintain and operate key corporate information systems, ensuring careful use of allocated tools and equipment.

**Clients:**

Interacts with and influence on immediate colleagues. External contact with customers and suppliers, other NCC employees and partners. May have more influence in own domain.

## Duties and key result areas

**Strategic**

- Play an active role in developing the delivery community of practice; work across the council and beyond to develop your team and engage others in it; work with others to champion cross-functional product delivery

**Service Delivery**

- Help build and maintain multiple high performing multi-disciplinary product teams, ensuring they are motivated, and collaborating whilst also working transparently
- Lead on the adaption, development and design of multiple products, implementing them within the Council and managing project timescales to ensure continuity of business for affected areas.
- Identify obstacles and help the team to overcome them
- Monitor issues, risks and dependencies by adhering to good project management practices
- Focus the team on what is most important to the delivery of products and services
- Encourage and facilitate continuous improvement of the delivery team
- Coach and mentor both team members and others to apply the most appropriate agile and lean tools and techniques
- Monitor the team budget for the services you offer which be valued up to £1m, escalating where appropriate
- Lead and encourage inspection and adaption of team practices; ensure a regular cadence of retrospective; constantly work to improve the flow of work and value
- Help introduce performance reporting for all services you are responsible for; define success criteria; build user-driven metrics that prove value; automate reporting wherever possible. Act on quantitative and qualitative feedback to improve everything you do.
- Take part in user research regularly for all services you lead showing empathy with all stakeholders and users. You may need to deal with the high emotional demands of conducting research with some of society's most vulnerable or deprived groups of people.
- Take an active role in the introduction of service standards at the council, using the cross-government service standards. Use them not as a barrier but as a way to get better together; undertake and receive peer reviews from other local authorities and central government
- Manage external technology and delivery partners; work to get best value from our digital, data and technology partnerships

**People**

- Work for the team to provide the environment to grow autonomy and self-organisation creating a safe and supporting environment for teams encouraging experimentation and making failure a safe part of learning
- Clearly communicate with stakeholders about the progress of the team
- Help facilitate healthy debate around conflict or disagreement within your teams.
- Take an active part in the local government digital community.

- Be an agile coach to others; advocate the benefits of agile delivery; build honest relationships to make sure we don't agile-wash traditional practice but are genuinely open-hearted to change.

## **Financial**

- Monitor the budget for the teams you work with; ensure the lowest feasible staff cost to achieve our aims well; work to bring down technology spend; constantly work to improve team productivity
- Offer technology and people savings where possible
- Work closely with suppliers and partners to get best value from our contracts

## **Corporate**

- Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- Perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

## **Working arrangements**

### **Transport requirements**

Travel to other work sites, area offices or training venues throughout the County and occasionally further a-field.

### **Working patterns:**

Normal office hours but flexi-hours may apply, if colleagues provide cover. Some standby or call out arrangements may apply.

### **Working conditions:**

Minimal exposure to working outdoors.

## Person Specification

# Delivery Manager

Qualifications and Knowledge		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> <li>Degree or equivalent level of qualification</li> <li>Substantial knowledge and ability to use a range of agile and lean tools and techniques.</li> <li>Relevant professional qualification relating to agile delivery (e.g. Scrum, Kanban, SAFe)</li> <li>Relevant professional qualification relating to Project Management Certification (e.g. Prince 2)</li> <li>Detailed knowledge of traditional, waterfall project delivery methods</li> <li>Detailed understanding of importance of user-centred design and service design</li> <li>Detailed understanding of agile governance techniques</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of GDS Service Standards and their application to digital delivery in local government</li> <li>Understands portfolio management in a scaled agile environment</li> <li>Understanding of financial management</li> </ul>	1. application form 2. interview

Experience		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> <li>Extensive experience supporting the build of multiple multi-discipline teams in an agile environment</li> <li>Planned and delivered complex products or services</li> <li>Lead delivery teams through a product lifecycle (discovery, alpha, beta, live)</li> </ul>	<ul style="list-style-type: none"> <li>Coach individuals and teams in the use of agile ways of working</li> <li>Build influential relationships with internal and external stakeholders</li> </ul>	1. application form 2. interview

<ul style="list-style-type: none"> <li>• Build delivery roadmaps and plans</li> <li>• Leading delivery of digital services in line with Government Service Standards</li> </ul>		
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<b>Skills and competencies</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<ul style="list-style-type: none"> <li>• Able to optimise the delivery flow of teams, actively addressing the most complicated risks, issues and dependencies including where ownership exists outside the team or no clear ownership exists.</li> <li>• Able to lead a continual planning process identifying dependencies in plans across services and coordinate delivery.</li> <li>• Able to effectively analyse and balance priorities to ensure effort is spent in areas that bring the most value to the user and the organisation</li> <li>• Able to balance service management of multiple live services whilst also iterating and developing new features</li> <li>• An absolute commitment to meet user need in the best, most efficient way</li> <li>• Use of forecasting and estimation techniques to help plan and predict delivery</li> <li>• Identify and compare the best processes or delivery methods to use</li> <li>• Recognise when something does not work and encourage a mindset of experimentation</li> <li>• Can adapt and reflect, be resilient and have the ability to see outside of the process</li> <li>• Use a blended approach depending on the context</li> </ul>	<ul style="list-style-type: none"> <li>• Able to coach within and outside your team.</li> <li>• Able to speak and represent our delivery community to large audiences inside and outside of government.</li> <li>• Strong people management skills</li> </ul>	<ol style="list-style-type: none"> <li>1. application form</li> <li>2. interview</li> <li>3. test</li> </ol>

<ul style="list-style-type: none"> <li>• Measure and evaluate outcomes</li> <li>• Able to provide an effective environment for show and tells in order to capture feedback and direction from stakeholders.</li> <li>• Able to use tooling to manage product backlogs, eg JIRA, Trello, Teams planner</li> <li>• Help teams to manage and visualise outcomes</li> <li>• Can listen to the needs of technical and business stakeholders and interpret them</li> <li>• Can manage stakeholders' expectations and be flexible</li> <li>• Capable of proactive and reactive communication. You can facilitate intense and emotional discussions within the team or with diverse senior stakeholders</li> <li>• Can effectively balance cost versus value. Report on financial delivery</li> <li>• Monitor cost and budget; you know how and when to escalate issues</li> </ul>		
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<b>Physical, mental and emotional demands</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<ul style="list-style-type: none"> <li>• Commitment to high standards of professional performance</li> <li>• Generally works from a seated position with regular need to walk, bend or carry items</li> <li>• Need to maintain high levels of intense general awareness and enhanced concentration across a multitude of projects or services running at the same time for lengthy periods.</li> <li>• Uses discretion in identifying and resolving complex problems and assignments</li> <li>• Contact with public/ clients/ partners and internal employees</li> </ul>		<ol style="list-style-type: none"> <li>1. application form</li> <li>2. interview</li> </ol>

<ul style="list-style-type: none"> <li>• Ability to work to strict deadlines, dealing with conflicting and high pressure demands, prioritising workload effectively.</li> <li>• Independently plans own work to meet given objectives and processes</li> <li>• Exercises substantial personal responsibility and autonomy</li> <li>• Ability to support staff, resolving conflict, motivating and managing change</li> </ul>		
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<b>Other</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<ul style="list-style-type: none"> <li>• Able to work outside of normal office hours including weekends, evenings and some early mornings.</li> </ul>		1. interview