

## Role definition

Job title:	IT Delivery Manager		
Reports to:	Head of Business IT		
Direct reports:	N/A		
Business unit:	IT	Location:	UK

## Summary

Working with the Head of Business IT in the Design and Urban Regeneration businesses within the Group to initiate, define and deliver business facing IT projects and new services that comply with the agreed project processes and standards that deliver both the user and business needs and objectives.

Projects are to be delivered using Group IT Shared Services and selected external providers. Project stakeholder engagement and expectation management is an inherent part of the role. The IT Delivery Manager will manage projects through full life cycle and where required complete business analysis activities.

## Key objectives

- **Stakeholder management** – engage with all stakeholders, develop strong relationships and provide timely and accurate project information and communication plans
- **Project Delivery** – work with a mix of delivery teams (internal and external) to own projects and work within project governance to deliver solutions to agreed timescales, cost and quality.
- **Customer focussed** – anticipate and focus on the needs of customers as a priority (both internal and external) and act to ensure they are met. Ensure all projects and new services are transitioned into support seamlessly
- **Quality** – ensure projects and services are delivered, not only within the agreed project delivery processes, but also through a consistent and quality approach

## Principal responsibilities and accountabilities

- Assist the Head of business IT to build strong relationships with project teams and business stakeholders at all levels
- Manage and deliver business transformational IT projects and changes where appropriate
- Ensure full and continued engagement throughout the project life history and ensure that expectations are managed
- Identifying resource requirements and constraints in relation to your delivery portfolio and feeding these into the resourcing process to enable resource to be appropriately allocated
- Work with the assigned product owner to define the roadmap for any given product within your delivery portfolio
- Lead the collaborative, dynamic planning process - prioritising the work that needs to be done against the capacity and capability of the delivery team
- Act as a technical escalation path from other areas of Group IT.
- Work with the business to develop good business cases, clear objectives, definition of benefits and how they will be obtained and resource
- To produce and maintain project documentation and adhere to project governance as specified
- Choose and apply appropriate project methodologies / delivery methods e.g. Agile / Waterfall
- Develop project test strategies, test plans, ensure tests are completed in line with test plans and ensure test results are acceptable prior to proceeding to live deployment
- Be effective at communications both verbal and written with experience of communicating with a range of technical and non-technical audiences, internal staff, customers and suppliers
- Experiencing in leading, identifying and documenting business processes for review and analysis to ensure project requirements are delivered
- Removing barriers for the delivery team and both planning at a higher level and getting into the detail to make things happen when needed.

## Person specification

### Qualifications and training

- Have experience of working in an IT environment
- Hold industry relevant qualifications such as Prince2 or APMP
- Strong understanding of ITIL and Business Analysis
- UK Full Driving licence

## Technical skills and experience

- Experience of delivering Office365 products, projects and adoption methods
- Experience of delivering Dynamics CRM projects
- Experience of formal methods, processes and documentation standards
- Experience of working in an IT Shared service model
- Good interpersonal skills and ability to explain technical solutions in business terms
- Good spoken and written communication skills and presentational skills
- Good organisational and time management skills
- Strong analytical and problem-solving ability
- A high degree of accuracy and attention to detail
- Customer focussed
- Proven experience in delivering major projects across various disciplines (Application, Infrastructure and Software Development)
- Experience of Programme Management
- Experience of working with Agile Delivery methods
- Experience of leading and co-ordinating multi-resourced projects
- Strong understanding of principles and frameworks of successful project management
- Experience in using project management toolsets such as Microsoft Project
- Good communication skills
- Available to travel frequently throughout the UK and infrequent travel to Europe.