

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Digital and Customer Services

POSTHOLDER SECTION: Delivery

GRADE: PO4

POST DESIGNATION: Delivery manager

Purpose of Job:

This role is responsible to the senior delivery manager to:

1. Lead the end-to-end delivery of new digital services for the council; act as delivery manager for multi-disciplinary product teams through the product lifecycle and into continuous delivery and support.
2. Be a champion for agile delivery across the council, including agile software development practice and modern digital technology and practice
3. Take an active role in our delivery community of practice
4. Line manage, coach and mentor others in the team

Manages up to 1 directly managed staff.

Manages up to 10 indirectly managed consultancy/contracting staff.

Main Duties:

Strategic

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

Service delivery

2. Deliver digital services by being the delivery manager for multidisciplinary product teams. Take responsibility for agile practice in a team; coach other members; remove blockers; deliver a backlog of work in line with user need
3. Lead the delivery of backlogs of work from inception to first delivery and beyond; from scratch, build an evidenced backlog in line with user need; plan for releasable value cycles and milestones; judge when to move between product phases, seeking judgement from others too; plan and deliver product features in line with business need and operational considerations as well as user need
4. Monitor and manage the team budget.
5. Lead team ceremonies across your teams, in line with good agile practice. Lead

inspection of team practice; ensure a regular cadence of retrospective; constantly work to optimise flow

6. Coach your teams to improve their ways of working, to get more productive and effective. Encourage open conversation.
7. Run service standard assessments externally and internally to ensure that what we build meets or exceeds cross-government standards
8. 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
9. Arrange and take part in user research regularly for all services you lead
10. 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
11. Manage external technology and delivery partners; work to get best value from our digital, data and technology partnerships

People

12. Manage performance robustly and fairly
13. Lead generously, taking on the management function in your team so that the team is as effective and frictionless as it can be
14. Be the main escalation point for areas of conflict or disagreement within your teams; reach negotiation where people want different things; know where to compromise; ensure the team works as a single unit
15. Take an active part in the local government digital community.
16. 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

17. Plan and manage 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; judge how to invest in experiments; constantly work to improve team productivity
18. Offer technology and people savings where possible
19. Take responsibility for our commercial relationships, working closely with suppliers and partners to get best value from our contracts

Corporate

20. 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.
21. 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.

Person Specification



Job Title	Delivery Manager
Grade	PO4
Service/Section	Digital and Customer Services / Delivery
Directorate	Communities and Environment

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria
Knowledge
Essential <ul style="list-style-type: none">• Knowledge of and ability to use a range of Agile and Lean tools and techniques• Understanding of agile delivery principles, practices and methods• Understanding of the history of agile delivery and the benefits against waterfall delivery• Understanding of user-centred design and service design• Understanding of agile governance techniques
Desirable <ul style="list-style-type: none">• Knowledge of modern technology, including cloud technology, architecture, agile delivery methods and software practices• Knowledge of the cross-government DDAT framework• Knowledge of the cross-government Digital Marketplace and government procurement methodologies• Understanding of financial management
Skills and Abilities

Essential

- Able to persuade and negotiate with stakeholders
- Ability to listen actively, even when you disagree with someone, making every effort to empathise with their viewpoint
- Able to represent and be an advocate for Agile tools and techniques
- Able to establish strong feedback loops with internal and external users, taking part in data gathering and user research
- Ability to manage budgets
- Able to successfully lead teams through the full product lifecycle. Able to identify which tools and techniques should be used at each stage, develop sustainable support models and deal with potential risks across or between all phases of the lifecycle.
- 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.
- Able to lead a continual planning process. Able to identify dependencies in plans across services and coordinate delivery.
- An absolute commitment to meet user need in the best, most efficient way

Desirable

- Able to coach within and outside your team.
- Able to speak and represent our delivery community to large audiences inside and outside of government.

Experience**Essential**

- Experience as a delivery professional in an agile environment
- Experience building delivery roadmaps and plans
- Experience leading delivery teams in an agile environment through a product lifecycle
- Experience of making difficult decisions through the analysis of relevant information and risk assessment.

Desirable

- Experience coaching others in the use of agile ways of working
- Experience building influential relationships with internal and external users, suppliers and partners at senior management level.
- Experience line managing others

Equal Opportunities

- Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.
- Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.