

## Girlguiding Job profile

Basic job details	Job Level:
Job Title: Senior Delivery Manager	Reports to: Head of Digital Accountable to: Digital Futures Programme Director
Department: Digital	Directorate: Strategy, Technology, and Transformation
Overall purpose of job	
To lead on the delivery of the solutions within key programmes of work, ensuring all delivery work is identified, planned, understood and visible and delivery practices are efficient and continuously improved. This role is accountable to the Digital Futures Programme Director to ensure all technology solutions, business change and products meet the defined solution acceptance criteria, and meeting quality, time and budget constraints to achieve this, by maximising the performance and productivity of the delivery team.	

Main areas of responsibility
<ol style="list-style-type: none"> <li>1. To lead on Delivery of solutions working with all members of the programme team accountable to the Programme Director .</li> <li>2. Lead on the identification and planning of all significant work activity to deliver the programme solutions.</li> <li>3. Understand the components of the overall solution and roadmap; including how user needs and functionality maps to them and how the solution enables benefits including interdependencies between structures, processes and systems.</li> <li>4. Ensure delivery methodology and practices are understood, implemented, working effectively and continuously improved ,</li> <li>5. Responsible for supporting delivery of programmatic change and broader organisation change as a champion for new ways of working.</li> <li>6. Line manage and support delivery managers in the planning, delivery and testing of products</li> <li>7. Work collaboratively with key stakeholders, including close liaison with the PMO, to agree delivery targets and milestones</li> <li>8. Monitor delivery progress and remove blockers and resolve delivery issues as they arise.</li> </ol>

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9. Ensure all required delivery resources are available and managed appropriately including internally and externally sourced resources
10. Lead on development and implementation of the testing strategy and methodology, and oversee all testing
11. Provide accurate measurements, KPI's to support decision making and progress monitoring/reporting
12. Identifying and managing risks that could affect delivery
13. Budget responsibility for the Solution Delivery

### Additional information

The role may be required to undertake any other duties that may reasonably be required to fulfil the duties of this post.

Evening and weekend working is not expected to be required for this role. If requested by exception, time off in lieu will be given.

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## Person Specification

Criteria	Assessment A, I, T	Essential or Desirable
<b>Skills</b>		
Expert planning ability to identify all tasks, assess resource requirements, map dependencies to assure delivery, and plan for contingencies	A/I	Essential
Strong communication skills to work across a wide range of stakeholders to ensure task allocation is clearly assigned and understood	A/I	Essential
Strong analytical acumen to solve problems and assess solutions	A/I	Desirable
Ability to build constructive relationships with a broad range of internal and external stakeholders and ability to effectively manage conflicting priorities.	I	Desirable
<b>Experience of</b>		
Significant experience of leading the planning and delivery of technology solutions as part of a transformation programme	A/I	Essential
Directing the work of a wide range of technology skills/disciplines	A/I	Essential
Establishing and managing a high performing augmented team, with internal and external technical resources	A/I	Desirable
Establishing and continuously improving delivery processes	A/I	Desirable
Managing budgets up to £250k	A	Desirable
Line management of delivery roles	A	Desirable
Experience of volunteer-lead, membership and not-for-profit organisations	I	Desirable
<b>Knowledge</b>		
In depth knowledge of delivery methodologies and techniques	A/I	Essential
Solid understanding of technology architectures, SaaS platforms and cloud environments	A/I	Desirable

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Up-to-date knowledge of technology standards, industry trends, emerging technologies, and software development best practices.	I	Desirable
A good working understanding of the product management lifecycle and devops. An agile product management qualification or equivalent would be desirable	A/I	Essential
A practical understanding of diversity and inclusion at work.	I	Desirable

A = Application Form I = Interview T = Test