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| **.Role Title:** | IT Delivery Manager | **Responsible to:** | IT Delivery Lead |
| **Division:** | Technology, Digital and Data (TDD) | **Department:** | Technology Operations |
| **Direct reports:** | Direct Reports: | **Scope:** |  |
| **Scale:** | 0 People Reports£0 BudgetIncome: N/A |
| **Regulated Function:** | No |
| **Evaluation Level:** | Implement 2 | **Role Family:** | Digital, Data & Change |

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| **Role Purpose** |
| The IT Delivery Manager will be dedicated to a delivery tower and responsible for one or more delivery squads within a delivery tower. They will be considered an Agile subject-matter expert, have excellent logic and problem solving skills, and the drive to make a difference. They will be responsible for helping the team work in an agile way, removing impediments from their team while promoting self-management, and constantly improving standards of work.The IT Delivery Manager ensures the smooth operation of agile processes and activities, and is responsible for leading daily stand-ups, backlog prioritization meetings and retrospectives. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| * Organize and facilitate agile activities and ceremonies including daily stand-up meetings, sprint reviews, retrospectives, sprint and release planning and product backlog refinement sessions.
* Ensure that all meetings are positive, productive, stay on topic and are kept within the timebox.
* Collaborate closely with the Delivery Leads to manage the backlog.
* Effectively manage user story estimation and forecasting.
* Champion and facilitate adoption of agile standards, tools and best practices.
* Coach team on established IT and organizational standards (e.g., security, quality, and architecture) to minimize operational and reputational risk.
* Communicate with other management, developers, platform and infrastructure engineers, and technical support specialists on product issues.
* Experience in understanding and responding to common technical requirements which may include topics such as integration capabilities, APIs that aid in building common tasks and requirements

  | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Stakeholder Feedback
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| **Financial*** Help estimate the resource funding required for development/build of the requirements & deliverables
 | * Operational budget Vs Plan
* Project Quotes v actual cost at end of project
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| **Member*** Actively participate in learning opportunities such as communities of practice or conferences to improve skills and better support the organization and our members.
 | * Net promoter score
* Member feedback
* Member Experience Scores
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| **People*** Establish cross-project technology alignment and interlocking of decision making, in partnership with other Scrum Masters
* Promote and motivate cross-functional teams consisting of developers, testers, designers, and other technical specialists.
* Foster a collaborative and positive team environment which aligns with our commitment to celebrate and promote diversity.
 | * TDD Engagement Index Vs MPS
* TDD Leadership Index Vs MPS
* TDD Inclusion Index vs MPS
* Strong Talent and Succession Plan
* HR Metrics – attrition, absence

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| **Risk*** Ensure adherence to quality standards and best practices throughout the development process
* Identify potential risks and develop mitigation strategies to minimize their impact on project delivery
 | * Risk & Control Self- Assessments
* Audit Actions
* Improved awareness and understanding of risk management
* Risk reporting is accurate
* Business areas risks being actively reviewed and challenged
* Adherence to the MPS Currency policy
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| **Responsibilities (RACI)** |
| * Proactively identify and resolve impediments to team progress.
* Communicate with leaders across the organization to ensure transparency into delivery progress, challenges and risks.
* Demonstrate the ability to communicate complex technical information in a condensed manner to various stakeholders verbally and in writing
* Utilise team feedback and metrics (e.g., quality, delivery, cadence, etc.) to identify areas of opportunity and work with team to continuously improve to achieve excellence.
* Coach the team to improve collaboration and self-management, promoting healthy interactions both within the team and with external stakeholders.
* Represent the team at broader planning and coordination sessions (e.g., Scrum of Scrums).
* Support the team in using agile planning and development tools (e.g. Azure DevOps, Confluence).
* Experiment with new practices and frameworks to improve team outcomes.
* Ensure that support teams are practicing the core agile principles of collaboration, prioritization, team accountability, and visibility.
* Assist with prioritization and resolution of support tasks & backlog maintenance.
* Actively participate in learning opportunities such as communities of practice or conferences to improve skills and better support the team.
* Contribute to the advancement and improvement of agile practices within the organization.
* Work closely with the Platform team to feedback and ensure their capabilities and services are aligned and utilised by IT Delivery towers
* Contribute to delivery management and agile community of practice (CoP) to facilitate collaboration and best-practice sharing among all IT teams
* Foster a positive work environment that encourages collaboration, innovation, and high performance
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities**  |
| * Lead Scrum principles such as daily stand-ups, backlog prioritization meetings and retrospectives.
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| **Leadership Behaviours** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Agile, scrum, or project management certification preferred (e.g. CSM, CSP, PMP, SAFe).
* Background in relevant industries, functions, and/or technologies is preferred
 | * Excellent people and project management skills.
* Coaching skills and ability to motivate teams.
* Strong communication and presentation skills.
* Strong analytical and problem-solving skills.
* Ability to work well in diverse, multinational teams and proven ability to influence others to achieve positive outcomes
 | * Experience with agile planning and development tools (e.g. Azure DevOps, Confluence, etc).
* Deep knowledge of agile practices, frameworks and techniques.
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| **Desirable** |  | * Excellent problem-solving skills in complex vendor and internal customer environments. Looks to resolve the root cause, not just the specific problem.
 | * Experience of digital transformation journeys and building platform teams from concept to highly performing.
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