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| **Role Title:** | IT Delivery Lead | **Responsible to:** | Head of IT Delivery |
| **Division:** | Member Experience, Digital and Data (MEDD) | **Department:** | Technology Operations |
| **Direct reports:** | Direct Reports:   * Scrum Master * IT Technical Analyst | **Scope:** | Responsible for overseeing the successful delivery of IT projects & initiatives within one or more technology towers ensuring they are completed on time, within budget, and to the required quality standards |
| **Scale:** | People: Up to 2 directs  Budget: 0  Income: N/A |
| **Regulated Function:** | No |
| **Evaluation Level:** | **Implement 1** | **Role Family:** | Digital, Data & Change |

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| **Role Purpose** |
| The IT Delivery Lead is responsible for overseeing the successful delivery of IT projects & initiatives within one or more technology towers ensuring they are completed on time, within budget, and to the required quality standards by leading and coordinating cross-functional teams, managing project tasks & backlogs, mitigating risks, and maintaining clear communication with stakeholders throughout the lifecycle, utilizing Agile methodologies and the management of Scrum Master(s) and Technical Analyst(s) |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Develop detailed plans, including timelines, milestones, resource allocation, and dependencies * Lead the delivery of technology programs, ensuring timelines, budgets, and quality standards are met. * Ensure Agile ceremonies like sprint planning, backlog grooming, daily stand-ups, and retrospectives are taking place withing projects and initiatives * Are responsible for one or more delivery towers, and multiple delivery squads within those towers * Define technical deliverables from all teams are aligned to the project needs and work with the PM to ensure delivery to time and budget * Resource planning and allocation across delivery towers and squads * Cross-project technology alignment and interlocking of decision making, in partnership with PM’s * Support projects to manage risks and dependencies * Continuously monitor and evaluate delivery performance, including usage metrics to monitor and make recommendations and decisions to ensure plans remain on target * Identify and address delivery challenges and blockers (including technical and resourcing) contributing to the continuous improvement in processes and outcomes. * Oversee testing activities to identify and resolve defects * 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 * Deliveries aligned to IT principles, avoiding impacts to the business and meeting the technical standards expected as part of our strategy. * Delivery pace and quality vs industry |
| **Financial**   * Help determine the funding required for development/build/purchase and maintenance (inclusive of support) of the requirements & deliverables | * Operational budget Vs Plan * Project Quotes v actual cost at end of project |
| **Member**   * Technology Innovations: respond to innovations and trends that will change how IT Delivery operates across the organisation. | * Net promoter score * Member feedback * Member Experience Scores |
| **People**   * Lead and motivate cross-functional teams consisting of developers, testers, designers, and other technical specialists. * Delegate tasks effectively, providing clear expectations and coaching team members. * Establish cross-project technology alignment and interlocking of decision making, in partnership with Project Managers * Lead cross-functional teams, including developers, analysts, and external vendors, to ensure effective collaboration and delivery. * Promote and motivate cross-functional teams consisting of developers, testers, designers, and other technical specialists. * Delegate tasks effectively, providing clear expectations and coaching team members. * Foster a collaborative and positive team environment. * inclusive environment, which aligns with our commitment to celebrate and promote diversity. | * MEDD Engagement Index Vs MPS * MEDD Leadership Index Vs MPS * MEDD Inclusion Index vs MPS * Strong Talent and Succession Plan * People Metrics – attrition, absence |
| **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 |
| **Responsibilities (RACI)** | |
| * Responsible for guiding their team to complete projects successfully and on time. Oversee the daily work, remove any roadblocks, encourage teamwork, make sure everyone is aligned with the project goals, and look for ways to keep improving * Responsible for the delivery for all work inside the technology tower(s) which could be projects, Initiatives, change requests, production fixes etc. This includes analysis and design to development, implementation, testing and support. * Lead the effort to design, build and configure applications, infrastructure and services acting as the primary point of contact. * Work closely with the Platform team to feedback and ensure their capabilities and services are aligned and utilised by IT Delivery towers * Work closely with the TMO and PM communities to align the delivery journey optimising the processes and making them as efficient and cost effective as possible * Regularly communicate with stakeholders and develop strong relationships to surface, balance and prioritize feedback, priorities and deliverables from multiple groups such as TMO, InfoSec, Infrastructure & Operations, DevOps, Platform Team, Technology Towers etc. * Act as the primary point of contact for technology delivery initiatives, engaging with internal and external stakeholders to ensure alignment and transparency. * Contribute to metrics and KPIs to measure the success of technology delivery. * Develop and guide the agile practice, manage the team of Scrum Masters putting in place the systems, processes and agile ways of working to sustain high performing teams * Establish IT delivery towers and matrix technical teams that will flexibly align to the most critical change projects and operate using Agile methodology. This should include vendor and 3rd party resource augmentation. * Ensure the teams deliver critical change programmes via the TMO prioritisation process and embed consistent workload planning and execution​ delivered through common ways of working and controlled delivery pipelines * Align the delivery teams development and control with the organisations standards and objectives providing iterative delivery ultimately reducing project overhead and increasing pace of change, accelerating benefits to the business * Invest in constructing a deep understanding of the tech stack and its structure, ensuring Delivery Leads understand and can interpret project and programme requirements to technical tasks and deliverables against the stack available with the best possible outcomes. * Establish good working relationships with existing and emerging strategic vendors used by the enterprise. * 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 regular delivery reviews with internal and external customers * Own key delivery risks |

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| **Leadership Behaviours** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | Degree or equivalent experience in computer science, information systems, business administration or related field (waterfall and agile) environments along with applicable certifications such as (not all are required)   * Project Management Institute Certification (PMP, PgMP, PfMP, ACP, DAC, etc.) * Prince2 Certification (Prince2 Practitioner or Prince2 Agile) * Scrum Alliance (CAL, CSP, CSM, CSPO,  or advanced certs) * Scaled Agile Framework Certification (SAFe – SA or SAFe – SPC) * Kanban (KCP, AKT, TKP, Kanban-EXP) | * Strong technical acumen, communication, influencing and relationship building skills * Communicates ideas or positions in a persuasive manner that builds support, agreement or commitment * Good financial acumen and business awareness (business case and value alignment experience) * Ability to work well in diverse, multinational teams and proven ability to influence others to achieve positive outcomes * Senior stakeholder management | * Mobilizing others within and outside the circles of influence to support and enable change efforts within individual initiatives and inside business/operations units |
| **Desirable** | * 5 or more years’ experience | * 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. |