Delivery Manager

## Job details

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| Job title: | Delivery Manager |
| Department: | IT Services |
| Location: | Remote with some travel to East Anglia |
| Reporting to:  (job title only) | Lead Data Engineer |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) | IT Director |
| Responsible to:  (where applicable) | Lead Data Engineer |
| Job purpose: | Working in a key role within IT at VITA Health Group the Delivery Manager will underpin data delivery within the Data Services function of Vita IT. The role holder will own and manage the backlog of work items, leading a matrix team of internal Data Engineers through the development life cycle, typically managing agile development of engineering need. The role holder will also manage the relationship with the primary business or analytical team contacts, hold them to account on service details, and keep them updated on the progress of the work.  In summary the foundational aspects of this role are to lead the prioritization and delivery lifecycle of dev ops activities both inside and outside of a project alongside the Lead Data Engineer. |
| Role and Responsibilities: | * + Manage and maintain the list of backlog items on the DevOps board, for both BAU and change activities, iterating delivery to ensure deployments move safely into production.   + Work with the key market unit stakeholders, including directors of operation, transformation and service leads to define the priority and data roadmap items for key business initiatives against the capacity, capability of the team and   + Ensure all products are built to an appropriate level of quality and passed through each development phase as needed, dev/systems test, UAT, pre-prod and prod.   + Actively participating in the Delivery Manager community, sharing and re-applying skills and knowledge and bringing in best practice.   + Provide reports on progress and utilization of resources to the IT Director and Lead Data Engineer   + Cover as needed for wider IT team needs aligned to core role and as reasonably directed by Director of IT.   + Will work as need on continual improvements, account management and SLA review of other key corporate development supplier(s). |
| Clinical Governance:  (where applicable) | Will ensure clinical, Data and Cyber governance are considered throughout definition, delivery, and deployment into a working environment |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + An IT /Business Change related degree or further education certification   + 3-4 years specific digital and or IT specific project management experience in a DevOps environment such as data analysis, engineering or data platform delivery CI/CD   + An appropriate PM/Programme Manager Certification E.g. Prince II or Agile PM | * + ISEB Diploma   + 5 years specific digital and or IT specific project management experience in an IT PMO, Digital Agile or Central PMO office.   + ITIL Foundation V3/V4 or beyond.   + DevOps Scrum Master |
| **Experience** | * + 3-4 years plus experience as a significant role, BA/PM/Product Owner on formal IT/digital projects delivery   + 3-4 years working in a defined role facilitating/key role on an agile/software delivery and SDLC such as SCRUM prioritising work and protecting development based on business need.   + A proven track record of significant contributions to managing a small team   + A proven track record managing teams through Scrum methodologies   + A proven track record of significant contributions in shaping, resourcing, and delivering IT change through, idea definition, resource allocation and delivery   + Demonstrable experience of sprint planning and backlog refinement ceremonies under a central change framework   + Demonstrable experience of building strong working relationships   + Ability to plan, hold and note key supplier account meetings, including tracking measures on continual improvement. | * + Expertise in Agile   + Managed the allocation of small budgets <£100k   + Managed suppliers in both a SOW and TNM context and knows when to apply which   + Working on project definition, lead and change under formal change framework in a health sector setting   + A proven track record of significant contributions in managing IT system, IT platform and IT network change   + Demonstrable experience of scoping and defining required resource   + 3-4 years plus experience in a defined IT/digital projects or related IT business analyst team lead/lead role.   + A proven track record holding suppliers to account on design, scoping, and delivery   + A proven track record capturing functional and non-functional requirements. |
| **Skills/knowledge** | * + Aplied understanding of how to use Azure DevOps to track work   + Agile project management tools, JIRA/KANBAN board   + A robust understanding of applied IT project management delivery methods, Agile, SCRUM and Waterfall,   + Stakeholder Mapping, Stakeholder engagement   + Experience sizing work with software delivery teams, super users/stakeholders and internal resources.   + A skill and knowledge of how to record and how to manage Risks, Issues and Decisions (RAID).   + Ability to break down ideas into work items and identify and allocate resource.   + An ability to build strong trust relationships with VHG colleagues at all levels   + An ability to self-start and self-manage, creating a portfolio of works.   + An understanding of RACI model | * + Delivering cloud-based projects based on Lake, data platform technologies   + Use of - Atlassian/JIRA/Confluence/Azure DevOps   + SWOT, PESTLE, MOSCOW   + An understanding of UX/UI and its necessity in the SDLC cycle   + Story Mapping   + Product North Star articulation   + A sound understanding of data protection, cyber security and compliance and its relevance to project definition and delivery   + An applied understanding of change frameworks and delivery of S, M, L and XL projects.   + MS Project and VISIO – applied use |
| **Specialist training** | * + Hold Prince 2 or equivalent cert such as Agile PM | * + Agile Scrum leading certification   + A demonstrable ambition to attain a recognised Agile/ IT programme Management Qualification |
| **Personal competencies and qualities** | * + A keen team player, willing to work with resource to lead, support, define and do   + A demonstrable willingness to own and lead IT projects/delivery through definition to delivery.   + A demonstrable willingness to lead stakeholders and suppliers through change.   + Clear communication – verbal, written and presentation with the ability to translate technical problems into business risk/opportunity   + Holds and expects integrity * A demonstrable willingness to learn, always try their hardest, ask for help when needed. * An awareness of and commitment to supporting and facilitating diversity and inclusion * Evidence of values that are consistent with the NHS constitution. * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills | * Capable of influencing and working with C level board and management executives. * A demonstrable willingness to own and lead on improving project frameworks and Bi model delivery. * A demonstrable willingness to own and lead on key stakeholder engagement throughout. * A demonstrable ability to identify and articulate the opportunity in risks and issue correction. |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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