Job Description

Authority:	WBC/ADC
Directorate:	Digital and Resources
Section:	Digital
Post Title:	Digital Delivery Manager
Post Number:	
Accountable to:	
Management responsibility for:	Project managers and matrix management of multidisciplinary teams
Meetings attended on a regular basis:	Digital Programme Board Project Boards as appropriate Resource planning meetings Digital Operations Group Team and Departmental meetings and briefings
Work Style	Flexible

Principal purpose of job (role summary)

- To lead our digital and ICT programme to transform Council Service Delivery

- Accountable for the work of project managers, multi-disciplinary project teams and the project office.

- Work as part of the Digital leadership team to define, develop and manage the overall digital programme, working closely with the Director for Digital & Resources and senior leaders in the Digital, Design and ICT teams.

- Deliver complex digital projects, supporting user-centred service design, whilst facilitating the delivery through our cloud native development platforms.

- Definition of project needs, managing these through the programme/portfolio management processes ensuring: resources are appropriately allocated; budgets are set and monitored; and project quality performance is managed.

Main duties, tasks and responsibilities of post holder:-

Manage a portfolio of projects through the Council's 7-step process (Brief, Discovery, Decision, Create, Deliver, Maintain, Learn). Working with and supervising in-house and consultant project management resources to deliver the programme to the Council's specification.

Define the scope of assigned projects, producing detailed plans encompassing project stages, delivery dates, budget and resource requirements.

Establish appropriate project governance arrangements in agreement with relevant service teams, maintaining effective and continuous communication with stakeholders, managing and escalating risks appropriately.

Working with Digital Development, Digital Design, IT Operations Management and other workstream leads within the business, ensure that projects within the digital programme are appropriately resourced.

Maintain oversight and accountability for the projects throughout their lifecycle within the programme, reporting into the monthly Digital Programme Board.

To support the current and expanding need for Digital platforms and systems within the Council's' internal and customer facing services. Bringing projects in on time, within budget and to a high quality, meeting the exacting standards of the business.

Work closely with key stakeholders across the organisation to ensure project delivery keeps in step with the needs of the organisation, supporting and promoting a 'digital mindset'.

Work within the agreed operating models, underpinned by appropriate project management and ITIL v3 Service Management best practices (ITIL Release and Change Management in particular), supporting the ethos of continual service improvement.

Make appropriate risk-based decisions within your sphere of expertise to facilitate the delivery of appropriate solutions for the organisation.

Work with suppliers and third party partners to ensure high quality workstream delivery and service support.

Work with colleagues in other local authorities to share and adopt insights pertinent to the work of Digital project delivery within the appropriate spheres of expertise.

Corporate Responsibilities:-

Own, promote and continually improve the agreed operating model and processes for engagement with the service

Maintain awareness of the Council's vision and purpose statements and undertake to complete assigned objectives in pursuit of the Council's continued efforts to be a sector leader in Digital service delivery.

Manage the programme within appropriate time, quality and cost parameters.

Customers & Partners:-

Using your influence as the principal project management resource within IT Services and Digital delivery, work with collegiate staff and management to build strong partnerships within the business, to lead in the facilitation of workshops and project design.

Your relationship with, and understanding of the needs of our managers, staff, partners and service users will be your greatest asset in this role.

You will work with and manage 3rd party suppliers and external organisations to deliver projects offering multi-service benefits. Ensuring appropriate and timely handover or projects into Operational Service, observing all prescribed operational acceptance readiness and testing procedures.

Leading People and Services :-

The post holder is be responsible for managing a programme of projects from the digital perspective as well as digital workstreams in broader business change projects. The role is accountable for leading a range of technical and non-technical staff to deliver ICT and Digital projects. This will include assigning projects and tasks to subordinate resources (project managers and project support officers) as well as working with resources allocated from other areas of Digital and the business.

Performance, Finance and Risk:-

The post holder will be accountable for resources assigned to them for the purposes of programme delivery. This will include, design and development staff, IT operations staff, project finance and technical (hardware and software) and service oriented resources.

Performance of the programme will be reported through: Regular horizon scanning & pipeline reports and weekly programme highlight reports (with RAG status). A programme dashboard will be maintained, with monthly presentation to the Digital Programme Board.

Management and maintenance of the departmental resource forecasting and time-recording solutions (currently 'Forecast' and 'Harvest') will be a key responsibility for this role in order.

The post holder will be responsible for stewarding the resources at their disposal well to accurately forecast the effort and tools required to accomplish programme aims. This will include facilitating tendering, supplier selection and procurement exercises.

The post holder will ensure that all services and products procured meet the Councils' sustainability requirements (Social, Ecological and Financial).

Promote and ensure compliance with Council standing orders, policies, procedures and the Council's Code of Conduct.

Expectations:-

Act always in the best interests of the Council giving priority to approved strategic
objectives and key priorities as directed by your line manager

Cultivate and demonstrate an interest and awareness of programme and project management methodologies and best practices.

Provide high standards of customer care to both external and internal customers.

Ensure compliance with Health and Safety Legislation and the Council's Safety Policy practices and procedures

Adhere to all aspects of the Council's Code of Conduct

Adhere to all aspects of confidentiality and Data Protection in order to comply with the law. Observe all policies and guidelines as defined by the Council's Data Protection Officer or Service Data Controller

Participate actively in any emergency planning exercise or training made available by the Council

Demonstrate and encourage a positive approach to public relations in accordance with agreed arrangements

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.