University of Salford MANCHESTER

Job Description

Role Title:	Delivery Manager
School / Dept:	Digital IT
Reference:	MPF1543
Grade:	Grade
Full or Part time:	Full time
Hours:	1.0 / 36.25
Reports to:	Programme Manager

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Overview

The Digital Delivery team are responsible for the successful delivery of business change, both projects and products, aligned to the University Strategy and digital vision. From the initial assessment through to implementation and closure, the team deliver change working in collaboration with business colleagues, third party suppliers and strategic partners. The team is made up of Delivery Managers.

Role Purpose

The Delivery Manager will be accountable and responsible for the successful planning and execution of the migration project within the Central Data Hub programme, ensuring that it is delivered on schedule and within budget and delivered to realise maximum business benefit. The primary activities include coordinating and leading project activities, progressing the risks, issues and dependencies, project reporting and financial management and stakeholder engagement.

The Digital IT Service is a 24/7 operation and there may be a requirement to work out of hours, when required to ensure high service availability and completion of planned changes.

Principal Duties & Responsibilities

- Effectively lead, manage, and successfully deliver the migration project for the Central Data Hub programme, ensuring it meets their requirements and deliver to time, cost and quality, and realise any benefits identified.
- Define project scope, goals and deliverables that support business requirements/goals in collaboration with key stakeholders and colleagues.
- Define project plans and schedules, ensuring effective tracking of time (progress v plan) and costs (actuals v budget)
- Develop and issue clearly defined work packages derived from the project deliverables/plan to project team members (including third parties and suppliers), ensuring they are agreed, acted upon, tracked, and managed to the successful required outcomes.
- Identify, manage and report on project dependencies, milestones, critical path, and potential risks and issues, ensuring that appropriate and effective mitigation strategies and contingency plans exist and are acted upon.
- Ensure full governance and compliance to Digital IT project standards, policies, processes, and tools in the delivery of all Digital IT projects.
- Develop and maintain an effective communication and engagement strategy to project team members and stakeholders (including third parties and suppliers) ensuring this is delivered in a timely and clear fashion, with expectations clearly set and met.
- Build, develop, and grow any relationships that are vital to the success of the project.
- Effectively manage and document any escalations raised within the project, ensuring these are dealt with in a timely manner and to a successful conclusion.

- Champions and promotes cyber security messages, signposting policies, standards, operating procedures and training as appropriate. Acts as a routine contact point for customers, handling security concerns and, resolving them where possible or escalating as needed. Contributes to the identification of security risks that arise from operating practices and ways of working.
- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

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Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. An undergraduate degree or equivalent relevant professional experience. **(E)**
2. A recognised project or programme qualification, or relevant professional experience. **(E)**
3. Experience or training in project, programme or change management principles. **(D)**

Background and Experience

4. Experience of supporting the delivery of projects or programmes within a structured environment. **(E)**
5. Experience of coordinating meetings, actions, documentation and reporting activities. **(E)**
6. Experience of building effective working relationships with a range of stakeholders. **(E)**
7. Experience of maintaining accurate project plans, logs and management information. **(E)**
8. Experience of monitoring risks, issues, dependencies and actions and ensuring these are appropriately recorded and tracked. **(E)**
9. Experience of working within a project, programme or portfolio management office environment. **(D)**
10. Experience of supporting data, digital or business change initiatives. **(D)**
11. Experience of working within a higher education or similarly complex organisation. **(D)**

Knowledge

12. Project and programme management principles and methodologies. **(E)**
13. Governance, reporting and assurance processes within a project or programme environment. **(E)**
14. Stakeholder engagement and effective communication techniques. **(E)**
15. Risk, issue, action and dependency management processes. **(E)**
16. The use of project management tools and software to support planning, monitoring and reporting. **(E)**
17. Continuous improvement and the application of lessons learned to enhance project and programme delivery. **(E)**
18. Benefits realisation principles and their application within projects and programmes. **(D)**

Skills and Competencies

19. Excellent organisational skills, with the ability to manage competing priorities and maintain accurate records in a fast-paced environment. **(E)**
20. Strong interpersonal and communication skills, with the ability to build effective working relationships with stakeholders at all levels. **(E)**

21. The ability to work collaboratively as part of a team and contribute positively to achieving shared objectives. **(E)**
22. A high level of accuracy and attention to detail, particularly when preparing documentation, reports and management information. **(E)**