UK Parliament Digital Service

Supporting a thriving Parliamentary democracy

Job Description

Job Title:	**Delivery Manager**
Directorate:	Transforming Digital Programme
Banding:	A2
Reporting To:	Delivery Lead
Responsible For:	Possibility of junior staff members

The Role

The Transforming Digital Programme is looking to appoint two Delivery Managers to support the delivery of its ambitious programme of work. The Delivery Managers will support a wide variety of activities within the Programme. At the heart of the delivery manager role is excellent organisation, communication, and collaboration skills. A track record of managing your own work, and that of others, under pressure is essential.

The Delivery Manager will be responsible for the planning and management of key programme deliverables and objectives. They will work closely with the Programme team and colleagues across Parliament to ensure that delivery is managed in a consistent manner. They will also need to make sure that teams are supported to get on with their work on the Programme and motivated to deliver.

What are we looking for?

We're looking for someone who can:

- create great agile working environments.
- identify the appropriate people and resources for the team.
- make sure teams understand their mission, vision and goals, and that these align across the Programme.
- communicate and visualise progress towards these goals.
- manage and address risks, issues and dependencies.
- engage with key stakeholders on delivery progress and challenges.
- continually improve delivery methods and approaches to team working; and
- encourage the team to be self-organising.

These are new posts in the Programme, and there are no line management responsibilities currently associated with them.

Key responsibilities

- Act as delivery manager within the Transforming Digital Programme to support the timely delivery of milestones and outcomes, working closely to support delivery leads in managing the planned deliverables.
- Maintaining delivery momentum through solving issues and unblocking problems, and ensuring colleagues are working towards delivery commitments.
- Driving outcome-focused delivery, challenging and improving processes where they impact on the pace of the team's work.
- Embedding a consistent and ongoing approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and road mapping of plans.
- Supporting the development of a successful delivery team.
- Work as an active member of the Transforming Digital delivery team to contribute to the transformation and evolution of the delivery approach taken by the Programme.
- Stakeholder management, relationship building and effective communication on behalf of the Programme. Work to align with work across the Programme, and elsewhere in PDS and both Houses.
- Support the management of any relevant procurement and other commercial activities required, including providing assurance on the management and planning of resources, finances, timelines and dependencies.
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The above list of key responsibilities is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and banding of the post.

About Us

The Parliamentary Digital Service, a joint department of both Houses of Parliament, provides technology and intranet services to all Parliamentary users. It is also responsible for the strategic direction of Parliament's digital offering through Parliament's Digital Strategy and the delivery and management of parliamentary digital platforms, including the website. We support Parliament through our team of over 450 dedicated and professional digital colleagues.

The Transforming Digital Programme is a Parliament-wide programme that will fundamentally change the way Parliament works with digital, enabling Parliament to:

- Meet rising customer needs of Members, Members' staff and House staff for better digital services
- Keep pace with digital developments and advances in technology.

To achieve this, Transforming Digital will overhaul Parliament's existing digital processes, operating model and capability, in a series of delivery tranches from October 2021 up to 2025. Without doing this, the gap between expectation and

reality will grow wider, and Parliament's year-on-year cost of digital services will increase.

Our Values

The post holder will be expected to operate in line with the Parliamentary Digital Service workplace values which are:

Care – Caring for ourselves, each other, and the people who use our services

Confidence – Believing in the value of what we do and showing pride in our work

Community – Working together as one team and building communities to share skills and expertise

Curiosity – Learning, listening, and challenging to be the best at what we do

Criterion 1

Experience of successfully managing and delivering large and complex pieces of work and/or projects.

Criterion 2

Excellent written and verbal communication skills with the ability to present complex information
clearly and effectively in appropriate styles at all levels.

Criterion 3

Ability to influence and persuade others to take a specific course of action when there is no direct line of command or control and direct others to undertake tasks.

Criterion 4

Strong interpersonal skills with the ability to establish positive working relationships and influence
people at all levels within the organisation.

Criterion 5

Ability to work successfully within a team, whilst upholding the values of equality, diversity and inclusion.