

Job Title	Technology Delivery Manager	Location	Bower House, Oldham	Job Family	Grade								
Reports to	Programme Manager	Designation	Hybrid	IT & Business Change	D2								
Overall Purpose: Plan and deliver Small Change and Non-Standard Requests, effectively maintaining a forward plan that meets demand.													
Responsibilities & Outcomes		Skills / Experience		General Role Expectations									
Key Responsibilities: - Oversee the lifecycle for small changes from intake, prioritisation, build, test to implementation. - Develop proposals for small change and take forward to governance forums for approval. - Work with stakeholders to prioritise demand based on return on investment and regulatory needs. - Maintain a backlog aligned with business priorities. - Provide regular updates on progress, risks, and delivery status. - Ensure adherence to change management processes. - Coordinate releases into production in line with route to live processes, and alongside implementations from major programmes and projects. - Ensure appropriate testing is completed and can be evidenced. - Promote agile and timeboxed ways of working for delivering small change. - Plan and manage sprints for product changes. - Contract manage third parties to ensure they deliver against their objectives in line with agreed time, cost and quality KPIs. - Communicate timely, accurately and consciously with stakeholders to ensure buy in to change delivery is attained. - Manage and control the small change budget, including resource utilisation and any fixed or external costs. - Manage environment requirements for the Change Portfolio, working alongside the Environments Manager to manage scheduling conflicts and ensure requirements are met. Key Outcomes: - Demand for Non Standard Requests and Small Change is appropriately assessed and triaged. - Change is delivered within agreed timescales and budgets. - Effective throughput of change from demand ingestion to delivery. - Stakeholders are informed of progress of demand, and effective reporting is in place to governance forums. - Manage multiple concurrent small initiatives without impacting BAU services.		Essential: - Proven experience of working in a fast-paced delivery environment with experience of leading change delivery. - Experience of delivering change effectively for a diverse range of applications, including SaaS and on premise solutions. - Proven experience of developing proposals for new technology demand. - Experience of working within an agile environment, with experience of sprint based planning and delivery. - Excellent stakeholder management skills. - Awareness of project methodologies. - Excellent oral and written communications including presentations. - Excellent knowledge of Microsoft Office 365, including Excel, Word and PowerPoint. - Proficient in use of delivery and collaboration tools (i.e. DevOps, SharePoint, MS Teams, Asana). - Commercial awareness and experience of contracting and managing third parties. - Demonstrates the Guinness Behaviours. Desirable: - Experience of working with D365. - Experience of ITIL Principles & processes. - Housing sector industry experience.		These are the requirements for roles at Grade D. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case. Accountability: - Accountable for meeting <i>defined</i> business objectives and goals. - Conducts <i>work planning and prioritisation</i> to optimise performance of resources. <i>Provides input</i> to group/area plans and targets People Skills: <i>Allocates resources and responsibilities</i> within the team to deliver business results. <i>Manages</i> internal/external relationships <i>for team/group</i>. <i>Participates in</i> and <i>inputs into</i> the fairness and consistency of the employment experience. Impact & Influence: <i>Makes</i> decisions, <i>some complex in nature</i>, which have an impact on team activities. <i>Actions likely to</i> impact internal and external parties <i>within area or specialism</i>. - Acts as an <i>advisor</i> to others on own area of expertise or specialism.									
		Qualifications Essential: - Professional qualification in Project Management e.g.,PRINCE2 or APM. Desirable: - Certified Scrum Master.		Thinking Challenge: <i>Inputs into</i> business focused solutions. <i>Deals with complex issues/problems</i> affecting own area with minimal referral to manager. - Applies <i>analytical skills</i> in assessing <i>complex</i> concepts/principles and helping determining solutions. <i>Defines standards</i> and reusable approaches within own area and beyond.									
		Other <table><tr><td>Driving Licence Required</td><td>No</td></tr><tr><td>Mobile working required</td><td>Some</td></tr><tr><td>Evening and weekend working required</td><td>Some</td></tr><tr><td>Other</td><td></td></tr></table>		Driving Licence Required	No	Mobile working required	Some	Evening and weekend working required	Some	Other		Customer Service: <i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.	
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Other													

You are also required to undertake any other duties within your capabilities as may be reasonably required.