



DfT:Digital Service

Delivery Manager – Role Profile

HEO

Location: London or Hastings

Digital Service

This is a role that is fully embedded into the Department for Transport's Digital Service team.

Our Digital Service, as the Centre of Excellence, will:

- Offer high-performing, secure and innovative services.
- Grow our Professionalism.
- Build Relationships to achieve DfT's objectives.
- Empower our people to meet user needs.

The Digital Service mission is to equip everyone working in the Department for Transport to use digital, data and technology with confidence, ambition and creativity. The Delivery Manager will be accountable for the delivery of products and services across DfTc. They will be accountable for the performance of one or more agile delivery teams and the delivery of products and services that meet the needs of DfT and external users.

Responsibilities

As an Associate Delivery Manager, you will:

- Support the building and maintenance of multi-disciplinary teams.
- Support team members, facilitating continuous improvement and applying the most appropriate Agile and lean tools/techniques to product delivery.
- Plan and communicate with stakeholders, allocating resources, and visualising progress towards agreed goals.
- Manage risks, budgets and people.
- Proactively manage dependencies, overcoming obstacles and working efficiently towards deadlines.

Person specification

We expect you to demonstrate you are capable in the follow areas during the recruitment process:

Behaviours (Success Profiles)

- **Changing and Improving:** Work with others to identify areas for improvement and simplify processes to use fewer resources. Use technology where possible to increase efficiency. Encourage ideas for change from a wide range of sources. Clearly explain the reasons for change to colleagues and how to implement them, supporting individuals with different needs to adapt to change. Encourage an environment where colleagues know that they can challenge decisions and issues safely. Take managed risks by fully considering the varied impacts changes could have on the diverse range of end users.
- **Communicating and Influencing:** Communicate in a straightforward, honest and engaging manner, choosing appropriate styles to maximise understanding and impact. Encourage the use of different communication methods, including digital resources and highlight the benefits, including ensuring cost effectiveness. Ensure communication has a clear purpose and takes into account people's individual needs. Share information as appropriate and check understanding. Show positivity and enthusiasm towards work, encouraging others to do the same. Ensure that important messages are communicated with colleagues and stakeholders respectfully, taking into consideration the diversity of interests.
- **Managing a Quality Service:** Develop, implement, maintain and review systems and services to ensure delivery of professional excellence. Work with stakeholders to set priorities, objectives and timescales. Successfully deliver high quality outcomes that meet the customers' needs and gives value for money. Identify risks and resolve issues efficiently. Involve a diverse range of colleagues, stakeholders and delivery partners in developing suggestions for improvements. Establish ways to find and respond to feedback from customers about the services provided.
- **Working Together:** Encourage joined up team work within own team and across other groups. Establish professional relationships with a range of stakeholders. Collaborate with these to share information, resources and support. Invest time to develop a common focus and genuine positive team spirit where colleagues feel valued and respect one another. Put in place support for the wellbeing of individuals within the team, including consideration of your own needs. Make it clear to all team members that bullying, harassment and discrimination are unacceptable. Actively seek and consider input of people from diverse backgrounds and perspectives.

Behaviours (DDaT Framework)

- **Delivery Manager:** <https://www.gov.uk/government/publications/delivery-manager-skills-they-need/delivery-manager-skills-they-need>.

Essential Skills/ Criteria

The following are the essential technical skills required for the post holder:

- Experience in applying Agile principles, able to provide a clear, open and transparent framework in which teams can deliver.

- Ability to effectively translate and accurately communicate with technical and non-technical stakeholders.
- Ability to maintain delivery momentum
- Ability to actively address internal risks and issues, knowing when to escalate them.
- Experience in managing a team/teams.
- Awareness of the importance of team dynamics, collaboration and empowerment.
- Awareness of the importance of planning and forecasting.