



Department
for Transport

Delivery Manager

Department for Transport

HEO

Closing Date: 09/10/20





**Welcome to the
Team**

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Why Join DfT Digital Service?

Mark Lyons, Interim Chief Information Officer, Digital Service

**Thank you for your interest
in this role within the DfT**



Here at DfT we're building an ambitious Digital Service that is focused on sharing our skills and expertise in digital and technology with colleagues across the department as they seek to bring about real change that will impact on citizens. By adopting a cloud only approach we are shifting our investment away from that of a traditional IT function to a digital peer able to surface, stimulate and shape demand for digital capabilities. In recognition of the changing technology landscape we are focused on reusing commodity capabilities where they exist so that our own efforts can focus on higher value activities that are directly linked to user need.

Having launched the Digital Service in September 2017 with a focus on technology renovation we are now entering the second phase of our transformation journey looking to deliver meaningful change to the department which unlocks the benefits of cloud technologies and digital thinking. We know that there is both a huge appetite for change and opportunity to deliver better outcomes internally, across the DfT family and in our citizen facing services but in order to do that we need to recruit the best candidates and then continue to invest in their development. This role, like all those in Digital Service, is recognised as critical for our success and will benefit not only from the opportunity to be involved in exciting projects whose impact and complexity is rarely found elsewhere but also the opportunity to develop and grow both in technical capability but also your own leadership.

Thank you for your interest in the role and I wish you every success in your application.

Mark Lyons,

Interim Chief Information Officer





About the Department for Transport Digital Service

About Department for Transport

We work with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

Our Digital Service Vision

Digital is in the Department for Transport DNA. We will develop and empower our people to think differently about digital to help make journeys better.

Our Digital Service Mission

To equip everyone working in the Department for Transport to use digital, data and technology with confidence, ambition and creativity.

Some of our 2019-2020 objectives are to:

- Provide the Digital, Data and Technology capabilities that equip everyone to work.
- Drive efficiency by optimising the Department's business process and practices.
- Increase workforce productivity by delivering better services, and a digital culture.





This is a Delivery Manager 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 Department for Transport's (DfT) Digital Service is a leading-edge government capability that provides digital, data and technology (DDaT) to our users. We were established in September 2017 and deliver a blend of services, primarily to our ministerial department. DfT works with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

This is a great time to join us as we build the team and deliver a major transformation programme. If you share our vision of being the 'best in class' and you have the knowledge and enthusiasm to deliver in this exciting role, then we look forward to receiving your application.

Role Purpose

The focus of this role includes:

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



DDaT Framework

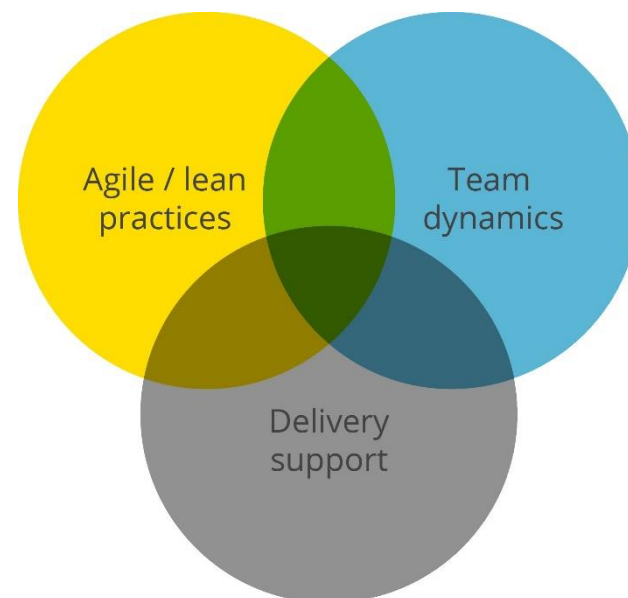
The Delivery Manager role is a specialist role within the Digital, Data and Technology profession.

For more information on the DDaT skills and competencies framework, please visit: <https://www.gov.uk/guidance/delivery-manager>



Essential Skills and Criteria:

- ▶ 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.





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.

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.

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.





Case Study: Head of Live Services

I'm Ian Gadsby, Head of Live Services at DfT



What do you love most about the job?

Live Services and its performance has a direct impact on everyone in DfT, because everyone uses the Services we provide. Whether that be the laptops or the phones, the applications such as Office 365 running on them or the networks linking them together, they are all managed by the Live services teams. We can have an enormous impact, positive or otherwise on DfT's daily running.

What's the most challenging part of the role?

Everybody always wants everything yesterday. Prioritising which to do first can often be a challenge

What first attracted you to working at the Department for Transport?

The adverts suggested a department that was about to enter a period of change; both from a technical and working style perspective. This was to allow a more flexible working environment across DfT. From a technical point of view, this meant rolling out Smart Phones and Laptops and moving most of our services into the cloud. It seemed like an opportunity to help define and drive these changes through. I certainly haven't been disappointed in the amount of change that has taken place.

How has your previous work experience helped you with the job?

I worked for 25 years in private sector for one of the world's biggest companies. It was a fast moving brief, needing to keep up with other companies in the sector, and the technology needed to match the business requirements. One of the only "constants" was change, and that has prepared me for the current role

What has surprised you most about the role?

It is a very supportive environment with everyone across Digital Service and beyond offering both advice and their time to make sure things progress.

What makes you feel proud about what you do?

We can't please all of the people all of the time, but it's always nice to hear when we've done a good job. I have a very dedicated team who work hard to make sure DfT receives all the Digital Support it can get.

What's been the most memorable moment so far?

On my third day at DfT there was an away day for the whole of Digital Service, at that point about 90 people. There was a lot of people to meet in one go, a lot of names to remember and a lot of questions asking about how I saw particular parts of Live Services working and changing. It was a good day, and hopefully some of the initiatives I spoke about then have been put in place.

What are your ambitions for the future?

There is still a lot to do within Live Services. We are making a lot of progress but we still need to move to a more agile way of working and become more proactive to areas that may affect us. In addition, there has been a lot of change across the whole of Digital Services and defining the role of Live Services within the bigger team is still something that is taking place and being refined. From a personal point of view, I feel the role is giving me a lot of varied experiences as and when I feel a change is right for me.

What advice would you give to someone thinking of applying?

It's a great opportunity to join a team in the middle of a large transition. It's not a job where you can put your feet up; there's plenty to do but it will give you a lot of good experience to further your career.





The Benefits of Working with us.

Our staff say it's the interesting, varied and worthwhile work that's the real benefit for working with us.

Salary: £30,131 – 32,691 (Hastings) / £34,330 - £37,249 (London)

Depending on skills and experience

We receive;

- ▶ Free health checks.
- ▶ Retail discounts.
- ▶ An opportunity to 'buy' more holiday entitlement.
- ▶ Information to see how everyone's work fits into the wider objectives for DfT.
- ▶ Support to carry out our work - if a member of staff needs training or equipment etc, we have a process to get it.
- ▶ Transport is a very high profile area. Everyone relies on the transport network in one way or another, whether it is to get to work or school, visit friends and relatives or the movement of freight so there is food in the shops. Our staff know how important their work is and how they fit in.



Pension;

- ▶ A career in the Civil Service offers you a range of opportunities and benefits, one of these can be access to the Civil Service Pension Scheme. You will have the chance to join either:
 - ▶ The Alpha career average pension scheme (defined benefit). That has an annual accrual rate of 2.32% of salary and an employer contribution rate of up to 30.3% dependent upon pensionable salary. Employee contributions are also based upon your salary and contribution rates and further benefits you could receive as a Civil Servant can be found on the [Civil Service Pension Website](#).
 - ▶ We also offer an occupational pension scheme called Partnership (defined contribution). You do not have to make any payments to have a Partnership pension account as your employer will make an age related contributions of up to 14.75% (based upon your age). If you do choose to contribute, your employer will match your contributions up to a further 3% of pensionable salary. More information on the Partnership pension can be found on the [Civil Service Pension Website](#).

Flexible working patterns;

- ▶ Our full time staff based both in and outside London work 37 hours a week, excluding lunch breaks.
- ▶ Wherever possible, we offer flexible and variable working hours to help our staff have a healthy work/life balance.
- ▶ Many of the jobs are offered as part-time or job share, and working hours can often be varied to suit personal circumstances, or home working can be considered.



Maternity, paternity, adoption and parental leave;

- ▶ The department offers maternity, adoption and shared parental leave of up to 26 weeks full pay followed by 13 weeks statutory pay and a further 13 weeks unpaid. We offer paternity leave of 2 weeks full pay.

Sport and Recreation;

- ▶ We have a very active sport and recreation club affiliated to the Civil Service Sports Council and it hosts many events and activities like language classes, golf, tennis, football, photography and more.

Holiday and travel;

- ▶ All new staff get 25 days annual leave plus 8 days of public holidays. You may be able to 'buy' additional holiday days.
- ▶ Staff can also apply for interest free season ticket loans.





Application Process

Application

To apply for this post, you will need to complete the online application process which includes completing your CV and tailoring your Personal Statement to the outlined question below.

This should be completed no later than **23:59, Friday 9th October 2020.**

When considering applying please tailor your CV & Personal Statement to demonstrate against the Essential Skills & Experience as above

Assessment

If you are shortlisted, you will be asked to attend an interview in order to have a more in-depth discussion of your previous experience and professional competence

Full details of the assessment process will be made available to shortlisted candidates

The interview will likely take place the **w/c 12th October 2020.**

Sift

Failure to complete both forms (CV and Person Specification) will mean the panel only have limited information on which to assess your application against the criteria in the person specification.

Should you encounter any issues with your online application please get in touch with us on:

Digitalresourcing@dft.gov.uk

If you do not receive acknowledgement of your application within 48 hours, please contact us.





Application Timeline

Please note that these dates are only indicative at this stage and could be subject to change. If you are unable to meet these timeframes, please let us know in your application letter.

The anticipated timetable is as follows:

Advert Closing Date	Friday 9th October
Expected shortlist announcement	Week Commencing 12th October
Expected Interviews	Week Commencing 26th October

We will try to meet the dates set out in the table above. There may be occasions when these dates will change. You will be provided with sufficient notice of the confirmed dates.

Feedback will only be provided if you attend an interview or assessment.



Frequently Asked Questions (FAQ's)

Can I apply if I am not currently a civil servant?

- ▶ Yes. This role is open to suitably qualified people in the external market and to existing civil servants and those in accredited Non-Departmental Bodies.

Is this role permanent?

- ▶ This role is being offered on a permanent basis.

Is this role suitable for part-time working?

- ▶ This role is available for full-time and flexible working arrangements but you should discuss your needs with the hiring manager if you are invited to interview.

Will the role involve travel?

- ▶ Regular travel between London and Hastings office

Where will the role be based?

- ▶ If successful you will be based in London or Hastings. Unfortunately, relocation costs will not be reimbursed.

Can I claim back any expenses incurred during the recruitment process?

- ▶ No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

Is security clearance required?

- ▶ Yes. If successful you must hold, or be willing to obtain full security clearance. More information about the vetting process can be found at the following link
- ▶ <https://www.gov.uk/guidance/security-vetting-and-clearance>

What reasonable adjustments can be made if I have a disability?

- ▶ We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process. Reasonable adjustments could include; allowing extra time during selection tests; ensuring that information is provided in an accessible format or; by providing training.
- ▶ If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact us in the first instance.
- ▶ If you wish to receive a hard copy of the information, or in an alternative format e.g. Audio, Braille or large font then please contact:
- ▶ digitalresourcing@dft.gov.uk

What is the role of the Civil Service Commission in relation to recruitment into the Civil Service?

The Civil Service has two primary functions:

- ▶ to provide assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#). For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel
- ▶ to hear and determine appeals made by civil servants under the Civil Service Code which sets out the Civil Service values – Honesty, Integrity, Impartiality and Objectivity – and forms part of the relationship between civil servants and their employer.





Department
for Transport



Our differences enrich us, our diversity makes us strong.

Jazz Bhogal, Deputy Director, Civil Service Diversity & Inclusion, Cabinet Office

The Civil Service is committed to becoming the most inclusive employer in the UK.

We are committed to understanding, respecting and representing as broad a range of views and backgrounds as we have in UK society. We know that diverse perspectives and experiences are critical to an effective, modern Civil Service.

Our vision is to ensure the Civil Service represents modern Britain and is a truly inclusive employer - an example to other employers. We will create an organisation where diversity is not only respected and valued - but celebrated.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us - regardless of background.

If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for you.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours.



We encourage all candidates to discuss the role further before submitting an application.

If you would like to discuss the role in more detail, please contact:

DigitalResourcing@dft.gov.uk

This campaign is being run on behalf of the Digital Resourcing Team. The Digital Resourcing Team is part of Department of Transport Resourcing Group, and is a resourcing expert service specialising in the attraction, search, selection and recruitment.

Our work is regulated by the Civil Service Commission where necessary and supported by the equality campaign group Stonewall.

Department for Transport is a Disability Confident employer.

