

Job Description and Person Profile

Business / Support Service	Information Technology
Job title	Head of IT Delivery
Grade	B
Job family	Trading
Reporting to (job title)	IT & Digital Director
Number of direct reports	8
Number of indirect reports	0
Budget responsibility	c. £3m - £5m
Contacts	IT team, Society managers and colleagues, suppliers

a) Job Purpose

- To lead a multi-skilled department responsible for programme and project delivery, and the development and testing of new solutions and services.
- As a member of the IT Leadership Team, contribute and participate in leading the IT function for the Society, ensuring the IT Strategy is aligned to Business plans and outcomes.
- Partner with the Society Business Change Lead to govern and plan the Society's strategic Change Delivery Agenda
- Work with the Head of IT Architecture and Head of IT Service & Operations on the definition, prioritisation, governance and assurance of IT projects and programmes.
- Ensure the appropriate plans and associated resource requirement schedules are in place and that all IT projects are delivered to the agreed timescales and budgets.
- Develop the internal capabilities and talent within the IT function, working with the ITLT on career development opportunities across the team.

b) Key Accountabilities

- Leadership of the IT Project Managers, IT Business Analysts, Developers and Testers
- In partnership with the Society Business Change Lead, govern, plan and deliver the Society's strategic Change Agenda, in line with agreed budgets and timelines
- Contribute to and participate in the overall leadership of the IT function for the Society, ensuring the IT Strategy is aligned to Business plans and outcomes
- Ownership of the IT project management toolkit to ensure all standards are adhered to
- Planning and scheduling of IT projects and resources
- Talent management and career development of a multi-skilled team

c) Main Responsibilities

- Overall accountability for the translation of business requirements into technical solutions and subsequent definition, design, build and deployment of solutions
- Responsible for delivery of all IT projects from detailed requirements until handover to operations
- Working with the Service Transition manager to ensure all projects transition into live support, ensuring that all agreed operations acceptance criteria are met
- Work with the Head of IT Architecture and Head of IT Service & Operations to assess project requests and schedule resource
- Liaise with the Business Change Team to align governance and related areas such as business testing and requirements gathering
- To ensure that standard operating procedures are documented to support new store and funeral home openings
- To ensure that knowledge is transferred between IT project managers and IT business analysts
- Project issue and risk management are undertaken and owned appropriately
- Engaging 3rd parties to provide consultancy on the delivery of IT projects
- To ensure compliance with IT policy and procedures
- To drive service improvement, proactive risk management and appropriate escalation across all owned services
- To provide career opportunities and growth for all team members
- To participate in the Out of Hours Major Service Incident Escalation Rota

d) Measures of Performance

- Delivery of IT projects to agreed timescales and quality
- Effective management of IT project budgets
- Positive levels of colleague engagement through regular one to one reviews, team meetings and commitment reviews.
- No major outages as a result of IT project change
- Excellent stakeholder management

e) Person profile	
Essential experience	Desired qualifications
<ul style="list-style-type: none"> • Excellent stakeholder management and communication skills • Team leadership skills • Substantial experience project management • Experience in business analyst methodologies • Ability to make informed decisions in a pressured environment • Experience of 3rd party management 	<ul style="list-style-type: none"> • A formal qualification in project management methodology, such as Prince 2
f) Competencies / behaviours	
<p>Future Direction</p> <ul style="list-style-type: none"> • See the bigger picture • Challenge, change and improve • Make effective decisions <p>Engage People</p> <ul style="list-style-type: none"> • Lead and communicate • Collaborate and partner • Build capability <p>Deliver Results</p> <ul style="list-style-type: none"> • Customer focused ways of working • Individual accountability • Agility and reactivity 	