

Digital Delivery Manager (Band 7)

Recruitment Profile - This is a summary of the Job Description and Person Specification

About the Role

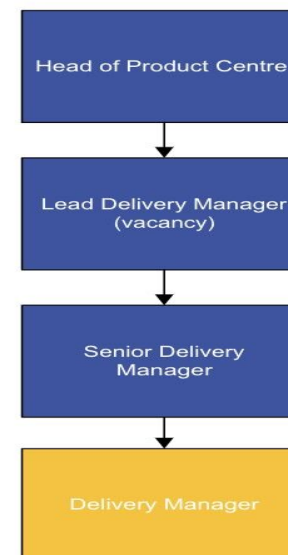
In this role you will manage one or more agile projects, to deliver a specific product or transformation via a multi-disciplinary, highly skilled digital team.

Your responsibilities include: -

- Translating complex user needs into tangible digital deliverables, breaking down barriers for the development team, and planning at both a strategic and tactical level, overseeing the delivery of all tasks
- Defining project needs and shape these into a planned, iterative project plan to enable resource to be appropriately allocated
- Playing a key role in project decision making and advising of any risks associated
- Motivating the development team to progress work and deliver to a high standard
- Act as the conduit between the Digital team, stakeholders and other NHSBT Project Managers to align dates and identify dependencies.

You will be required to travel and spend time away from base, which will involve working irregular hours and overnight stays when required, with prior notice

Organisation Structure



About Us

Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.

- We **care** about our donors, their families, the patients we serve, and our people.
- We are **expert** at meeting the needs of those who use our service and those who operate it.
- We provide **quality** products, services and experiences for donors, patients and colleagues.

About You

This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process.

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Skills and Abilities

- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging, and meaningful information regarding future direction
- Build collaborative relationships and solve issues by engaging the right people at the right time
- Accept responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery
- Engage widely with customers to seek input into setting strategic objectives and identifying new ideas and improved ways of working
- Demonstrate strong leadership, influence, and accountability for the achievement of results
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating and implementing the change, whilst minimising the motivational impact on others

Experience and Knowledge

- Experience of leading and motivating multi-disciplinary project teams (without direct management accountability)
 - Experience of using web authorising and digital project management tools
 - Experience of delivering digital project using an agile methodology and/or GDS digital services framework
 - Experience of digital planning and successful management of large-scale change
 - Experience of working with external agencies/suppliers, including contributing to creating briefing documents and project plans
 - Knowledge of how to engage with and manage stakeholder expectations
 - Able to act as Scrum Master during the daily stand-ups
- Advanced keyboard skills and IT knowledge

Qualifications and Training

- Masters level in relevant subject able to demonstrate or equivalent experience
- Demonstrates commitment to own continued professional development (CPD)