

# Senior Digital Delivery Manager (Band 8a)

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

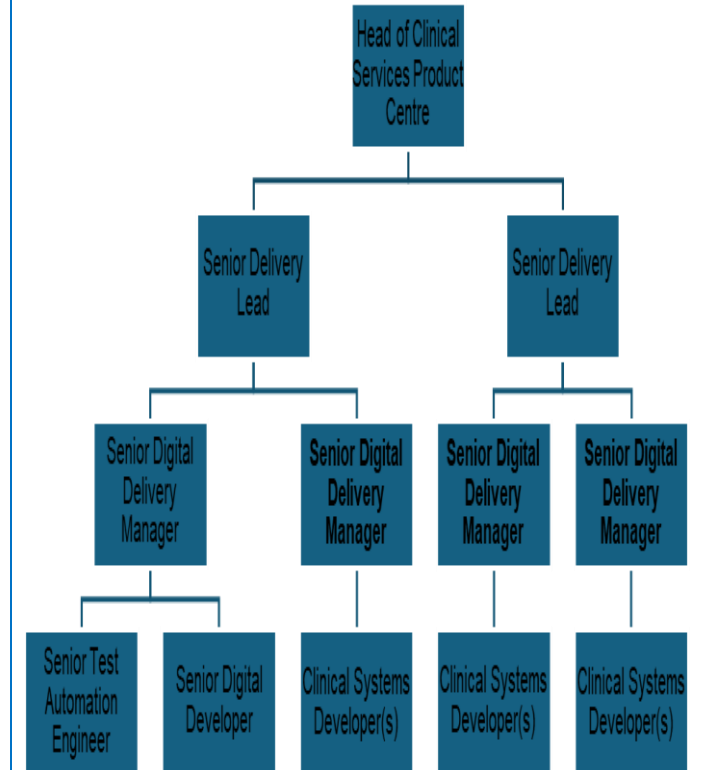
### About the Role

In this role you will be accountable for the performance of the team and the effective delivery of complex and high-risk technology change to national critical applications as part of the Clinical Services product centre. Your responsibilities will include:

- Leading the team to progress work and deliver to a high standard, ensuring that they are motivated, collaborating and working well.
- Managing and delivering agile projects or releases, to deliver a specific product, service or transformation via a multi-disciplinary, highly skilled team, including third-party contracted technology providers, to time, cost and quality.
- Defining project needs and shape these into a planned, iterative schedule to enable resource to be appropriately allocated.
- Removing obstacles for the development team, lead a continual planning process overseeing the delivery of all tasks and assigned releases.
- Working across the product lifecycle to deliver effective change (discovery to live) actively managing and addressing all risks, issues and dependencies and their associated mitigations.
- Translating complex customer needs into tangible digital deliverables, plans and tasks balancing cost versus value.
- Encouraging and facilitating continuous improvement of the delivery team, overcoming identified obstacles and ensuring focus on what is important to the delivery of products and services.
- Ensuring all products and services meet the Government Digital Service and NHS Service Standards and assessments, with successful handover to live at time, cost and quality.
- Coaching and mentoring both team members and others to apply the most appropriate agile and lean tools and techniques.

You will be required to travel and spend time away from base, which will involve working irregular hours 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

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Motivate others, promoting a clear sense of purpose and a positive attitude to work with individuals and teams
- Follow given instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Organise and prioritise own workload and where required workload of others, taking responsibility for delivering results within agreed timescales and standards within an environment of changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

### Experience and Knowledge

- Experience of leading complex projects in the public sector, motivating multi-disciplinary project teams, including working with public sector governance and assurance bodies
- Experience leading and managing traditional and agile design and delivery teams across the product lifecycle
- Knowledge of agile and traditional delivery practices, tools and techniques, User Centred Design (UCD), Government Digital and NHS Service Standards
- Understanding the environment, prioritising the most important or highest value tasks, managing complex internal and external dependencies
- Experience of removing blockers or impediments that affect plans, ensuring teams plan appropriately for their own capacity
- Experience of building successful delivery teams and managing third-party contracted supplier relationships
- Knowledge and understanding of health and social care, the NHS and its strategic direction and relevant political drivers
- Experience of working with information technology using Microsoft Office packages (Outlook, Word, Excel, Teams and PowerPoint)

### Qualifications and Training

- Educated to Masters level or equivalent demonstrable knowledge and experience to Masters level in a relevant field
- Recognised qualifications in agile and traditional project and delivery management methodology e.g. Agile Project Management, PRINCE2, Certified Scrum Master **OR** equivalent experience in agile project management and digital delivery
- Demonstrates commitment to own continued professional development (CPD)