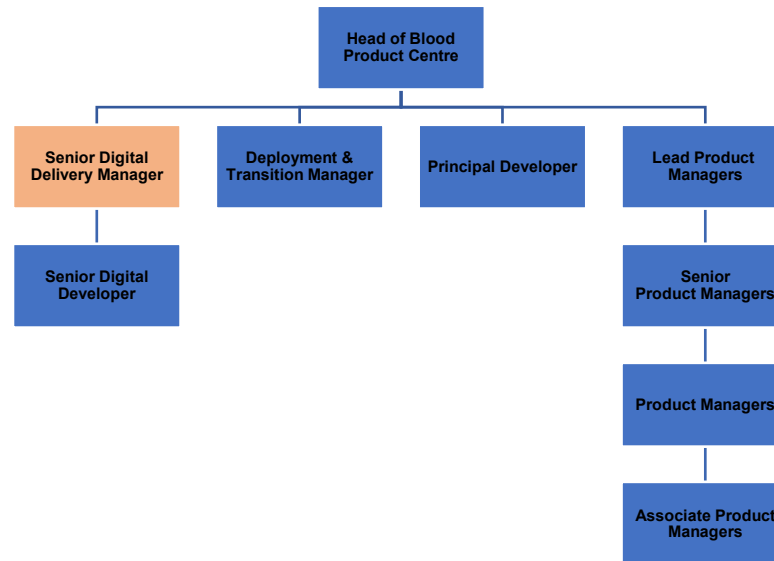


NHS BLOOD AND TRANSPLANT - JOB DESCRIPTION

Post Details	
Title of Post:	Senior Digital Delivery Manager - Blood
Grade:	8a
Directorate / Department:	DDTS – Blood Product Centre
Accountable to:	Head of Blood Product Centre
<p><u>MAIN JOB PURPOSE</u></p> <p>The Senior Digital Delivery Manager is 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 Blood product centre.</p> <p>The post holder will have strong planning, delivery and communications skills, engaging, building, maintaining and managing multidisciplinary teams and a variety of internal and external stakeholders.</p> <p>The post holder is accountable for:</p> <ol style="list-style-type: none"> 1. Delivery and performance of the team to progress work and deliver to a high standard, ensuring that they are motivated, collaborating and working well. 2. Management and delivery of 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. 3. Defining project needs and shape these into a planned, iterative schedule to enable resource to be appropriately allocated. 4. Removing obstacles for the development team, lead a continual planning process overseeing the delivery of all tasks and assigned releases. <p>The post holder is responsible for:</p> <ol style="list-style-type: none"> 1. 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. 2. Translating complex customer needs into tangible digital deliverables, plans and tasks balancing cost versus value. 3. 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. 4. 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. 	

5. Coaching and mentoring both team members and others to apply the most appropriate agile and lean tools and techniques.

ORGANISATION CHART



1. Plan, iterate and deliver complex products, services and releases, using the latest agile and lean principles, tools and techniques.
2. Adapt and reflect, be resilient and able to see outside a process or use a blended approach where appropriate.
3. Identify and compare the best delivery methods to use, recognising when something does not work, encouraging a mindset of experimentation.
4. Build, lead and maintain a collaborative multi-disciplinary team, line managing developers and testing roles within the team.
5. Champion agile working methods, coaching and mentoring both team members and others to apply the most appropriate agile and lean tools and techniques, measuring and evaluating outcomes.
6. Increase the teams' awareness of agile working and implement efficiency improvements within projects and help the team to deliver and visualise outcomes.
7. Create a culture of continuous improvement within the Blood product centre and the wider NHSBT organisation.
8. Listen and be flexible to the needs of business and technical stakeholders and interpret those needs, managing stakeholders' expectations. Act as conduit between the delivery team and the rest of the business.
9. Capable of proactive and reactive communications and able to facilitate difficult discussions within the team or with diverse senior stakeholders.
10. Facilitate and lead workshops and meetings with stakeholders, driving and influencing decisions and outcomes, helping establish the pace of delivery.

11. Facilitate the delivery flow of a team, managing the pace and tempo, actively addressing internal and external risks, issues and dependencies including where ownership exists outside the team.
12. Identify and challenge organisation processes of increasing complexity and those processes that are unnecessarily complicated. Add value and coach the organisation to inspect and adapt new processes and guide teams through the implementation of a new process.
13. Lead 'show and tell' sessions with key stakeholders to help sell in the value and benefits the project is realising.
14. Manage customer expectations, capture feedback and improvements for future releases or deliveries and use this to inform future delivery plans.
15. Track, monitor, document and report on delivery progress including financial delivery, monitoring cost and budget, knowing when to escalate issues.
16. Work with the Head of Blood Product Centre and other delivery managers within the Product Centre to define and implement the Blood Roadmap and Delivery Plans.
17. Work closely with and support Product Managers throughout the product lifecycle.
18. Work with architecture and assurance teams to ensure products and services align with the appropriate standards.
19. Establish appropriate governance for all projects, products and services assigned.
20. Ensure all projects meet the required high standards during each phase of the work.
21. Deliver a project that has understood and met all user and technical requirements and meets or exceeds the Government Digital and NHS Service Standards.
22. Responsible for delivery of digital services that span Blood and DDTS Directorates. This applies to existing and new services that need to be developed end-to-end. Implements policies to support the delivery. Examples include working closely with assurance and Government Digital Service (GDS) and NHS Service colleagues.
23. Responsible for setting and day-to-day management of product budgets within the limits of delegated authority from the Head of the Blood Product Centre. Manages and monitors against forecasted spend, ensuring project benefits are realised as planned.
24. Responsible for planning, development updating and upgrading major IT systems to meet user requirements (major job responsibility).
25. Lead discovery work when building new capabilities to research the problem and identify options, they will then lead the development of alpha prototypes that will test the solution being developed solves the problem. Undertake research and development and other interventions wherever gaps in the products are identified, or issues arise.
26. Manage and coordinate Government Digital Services (GDS) Service and NHS Service Standards Assessments or Infrastructure and Projects Authority (IPA) Gateway Reviews in alignment with product and service milestones, to ensure assurance of products and services, and develops action plans to address Service Standard or Gateway recommendations. Ensure that benefits from research and development and from innovation are realised by stakeholder organisations.
27. Act as a point of contact for third-party contracted technology providers and suppliers, knowing when and how third-party contracted providers are brought into projects.
28. Manage the Software Development Life Cycles of IT systems, including management of the go live process for new software versions.
29. Undertake contract management for IT systems in liaison with Service Management team and Performance and Business Manager.
30. Manage the maintenance & regulatory compliance of the BAU IT systems.
31. Ensure that you follow health and safety policies, risk assessments and safe systems of work to ensure your safety and the safety of others. Managers will address the health, safety and wellbeing of any staff they are responsible for, in proportion to the level of risk in their department and promote a positive safety culture.
32. Adhere to and role model NHSBT's values and the code of conduct. This includes demonstrating integrity, respect, and accountability in all actions and decisions. Fostering a

collaborative and inclusive work environment, contributing to continuous improvement, and striving for excellence in their roles. Aligning with NHSBT's values, to support a positive workplace culture, drive innovation, and ensure the highest standards of ethical behaviour.

33. Adhere to and role model NHSBT's behaviours with regard to equity, diversity, and inclusion.

34. Any other duties within the general scope of the post as and when required.