

Agile Delivery Manager

Job purpose: To ensure timely and orderly delivery of IT Projects by ensuring the right methods, resources, suppliers and management are involved in a truly Agile way.

Key Accountabilities:

- Manage the delivery of a portfolio of strategic and complex agile and waterfall, projects simultaneously, ensuring successful end-to-end delivery in terms of time, cost, quality and benefits, and ensuring their successful delivery into business-as-usual support.
- Ensuring methodological consistency and best-practice, especially with regard to the application of Agile Scrum in delivering digital and CRM projects, providing knowledge, advice and guidance to delivery streams at all levels in methodological adoption and implementation.
- Manage delivery streams (through building relationships with scrum masters and project managers), ensuring they have realistic plans, well defined and prioritised backlogs, successful relationships with suppliers, and a methodology and approach that is likely to succeed and bring about best-practice IT delivery.
- Develop relationships with Business Programme Managers and Programme Sponsors including the Executive Team, influencing and shaping scope of projects to deliver maximum benefit to the organisation, and holding the business to account for developing and managing business change plans and coordinating these with IT delivery.
- Work collaboratively with the Business Programme Managers on reporting, delivery management and service management requirements, ensuring the business is well served by IT resources.
- Build virtual multi-disciplinary teams, including specialist agile resources, solution architecture, IT Transition, and test resources, leading them in engaging with delivery streams and ensuring they deliver to a high standard, developing team members and their performance and managing conflict to support successful delivery of projects.
- Ensure streams apply the agreed project management standards, processes and tools to ensure a methodical and consistent approach, including Scrum; RAID logs; RACI charts, Project Charters and / or PIDs; stakeholder communication plans; change registers; programme and project plans; and stage and financial control documents.
- Ensure delivery streams and projects are reporting in a consistent and useful manner both to IT and to Executive and Programme Sponsors, reporting on resources, RAID, budgets, timescales, delivery quality, etc.
- Review and ensure the consistent high quality of delivery backlogs and sprint plans, coaching scrum masters to ensure consistent, quality, predictable and timely delivery
- Identify and use innovative methods and approaches to resolve programme and business issues.
- Ensure that streams and projects document lessons learned reviews for delivered projects, and make recommendations are socialised and used to drive continuous improvement.
- Ensure that delivery streams are working effectively with suppliers, and ensure that best practice in supplier procurement, management and escalation are used throughout IT.
- Manage the resource needs of projects and delivery streams, ensuring the planned availability of analytic, architecture, test and other IT resource for them.

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Knowledge, skills and experience

Essential

- Proven experience of agile delivery management across complex portfolios of digital and non-digital projects
- Experience of waterfall delivery management
- Significant experience of Scrum and Prince2 methodologies, and proven application of these to successful delivery
- Strong experience of methods, tools and planning used in digital and non-digital IT projects, including the lifecycle of customer-centred design, agile procurement and delivery.
- Strong experience in all aspects of IT and systems delivery, transition and management, both of back-office and customer-facing systems.
- Excellent understanding of the IT supplier market, and of best practice in managing supplier involvement in both agile and waterfall projects
- Experience of managing financial budgets of up to £10m in total
- Experience of managing matrix teams including third party suppliers and digital specialists
- Excellent stakeholder management skills, and understanding of strategic and tactical business change needs in IT projects
- Excellent coaching, influencing, negotiating and interpersonal skills
- Strong experience of managing teams of varied experience levels to develop and succeed
- Knowledge of MS Office suite to intermediate level including MS Project and MS Visio.

Desirable

- Scrum Master or Scrum methodology qualification
- PRINCE 2 Practitioner qualification or equivalent experience
- Specific experience in Web and CRM delivery
- Experience of Microsoft Azure, DevOps

Planning & Organising

- Excellent and proven Programme planning and Portfolio planning experience, including the identification of technical and business interdependencies
- Use of agile methodologies, especially the application of agile architecture, delivery management and transition planning
- Use of project planning tools including RAID logs, RACI, backlogs, epic & story management, MVP definition, charters, PIDs and business cases.
- Planning and organising own work as well as the work of the project team
- Managing effectively several projects/workstreams and stakeholders with competing deadlines, priorities and interests
- Highly collaborative, integrating and aligning plans with a broad range of internal and external functions
- Understanding of Technical Design Authority processes, and experience of Stage Gates in Programme planning and delivery
- Flexibility as projects and priorities change.

Dimensions

- Managing a portfolio of project teams (numbering in total between 20 – 35 people). Line management of between 5 – 10 direct reports
- Engaging staff at all levels across the organisation, ensuring their participation in virtual teams to achieve delivery.
- Portfolio of projects managed worth up to £10m in total per annum
- Based in London, occasional travel to other Law Society sites may be required.
- Flexibility is essential to meet committed project deadlines.
- Full time role, reporting directly to the Head of Solutions (and to the IT Director in their absence)

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