DE MONTFORT UNIVERSITY LEICESTER

Job Description

Job title: Delivery Manager

Faculty/Directorate: Digital and Technology

Job Family: Digital Delivery

Grade: G

Role profile: SMG2

Full time: (37 hours per week), **Permanent**

	Duties of the role
Overall purpose of the role	The postholder will develop and be accountable for the performance of delivery teams, build and maintain teams, ensuring they are motivated, collaborating and working well. They will identify obstacles and help the team to overcome them, focus the team on what is most important to the delivery of products and services, encourage and facilitate continuous improvement of the delivery team.
	The postholder will coach and mentor both team members and others to apply the most appropriate Agile, Lean and project methodologies tools and techniques. The complexity or breadth of products or teams will vary in this role, depending on the context of the initiative.
	Utilising their expertise, the postholder will ensure the service meets the university needs, ensuring its continued relevance and adapting the service as required, in consideration of longer-term strategic objectives.
Main duties and responsibilities	• Manage the delivery of products and services across different project phases, ensuring timelines and quality standards are met.
	• Utilise a blended delivery approach, adapting and evolving strategies based on project requirements and stakeholder needs to ensure delivery of products and services.
	• Bring together and lead a team of specialists, ensuring individual and team capability is appropriately developed and deployed to create the most conducive environment for effective and empowered delivery of products and services.
	• Lead and facilitate the team's delivery flow, managing the pace and tempo of work to optimise performance and productivity whilst ensuring delivery adheres to relevant service standards throughout all project phases, promoting quality and consistency.
	• Identify and implement the most effective processes and methods of delivery tailored to specific project contexts, encouraging a culture of experimentation through recognising when approaches are ineffective, to facilitate continued delivery.
	• Identify and remove potential risks, blockers or impediments to delivery, ensuring contingency plans and appropriate mitigations are developed to minimise disruption to delivery.
	• Develop and analyse quantitative and qualitative data to inform planning, identification of dependencies and service evaluation.
	• Manage stakeholder expectations through regular updates, transparent communication, and effective relationship management.
	• Oversee financial management, balancing cost versus value while considering user needs, and providing regular financial delivery reports.
	• Perform any other duties commensurate with the job grade as reasonably required from time to time.

	Duties of the role

	- Role model and act in accordance with the University's Leadership and Management Standards and Behaviours framework aligned to DMU values:
	
	   o Collaborative - encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.
	
	   o Compassionate - provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency.
	
	   o Creative - create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.
	
	   o Community minded - encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect.
	
	- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
	
	- All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.
	
	- The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to degree level or equivalent relevant work experience	Essential		X			X
	Prince2 /Agile or PPM, Change Management certifications or related delivery experience		Desirable	X			X
	Knowledge of Business Analysis tools, other frameworks		Desirable	X			X
	Hold an ITIL Foundation Certificate in IT Service management		Desirable	X			X
Previous Work Experience	Proven experience in leading, building, and motivating high-performing delivery teams, including managing team performance, promoting collaboration, and implementing continuous improvement practices.	Essential		X	X	X	
	Experience in using Agile, Lean, and hybrid project methodologies, with a track record of coaching and mentoring teams in applying these frameworks effectively to drive successful delivery outcomes.	Essential		X	X		
	Experience overseeing project timelines, quality standards and budgets	Essential		X	X		
	Experience of working within Higher Education sector		Desirable	X	X		
Specific Knowledge/Skills/ Abilities/ Motivation/ Attitude Required	In-depth knowledge of various project management and delivery frameworks, with the ability to adapt delivery approaches based on project context and stakeholder needs to optimise delivery flow.	Essential		X	X	X	
	A strong understanding of service standards and quality control practices, ensuring consistent delivery excellence,	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	timely issue resolution, and alignment with longer-term organisational strategies.					
	Strong coaching skills to guide and mentor teams in adopting Agile and Lean principles, fostering a culture of continuous improvement and effective problem-solving within the delivery team.	Essential		X	X	
	Excellent communication and listening skills, with the ability to interpret and align stakeholder requirements with technical and business outcomes, ensuring that project objectives meet university needs.	Essential		X	X	X
	Proficiency in financial and resource management, including the ability to oversee budgets, assess cost vs. value, and strategically manage third-party vendor involvement in project delivery.	Essential		X	X	
	Ability to consider and interpret business needs, presenting business-focused solution options	Essential		X	X	
	Commitment to delivering a customer focused service and to enhancing and improving service delivery	Essential		X	X	
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X	
Our Values and Behaviours at DMU						
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X	
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			X	
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X	
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X	

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence