

Post Details		Last Updated: 28/04/2021	
Faculty/Administrative/Service Department	IT Services		
Job Title	Technology Delivery Manager		
Job Family	Professional Services	Job Level	5
Responsible to	Head of Teaching and Academic Technologies		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>The Technology Delivery Manager is responsible for the lifecycle of all activities in the work plan for the teaching and academic technologies portfolio. In doing so they manage pipeline/potential activities and the initiation, technical investigation and planning and delivery of a range of IT and business process improvement activities of varying complexities. They will take responsibility for planning and managing resources and will be accountable for service delivery scoping during the initiation phase and execution of the solution to delivery in quality, time and budget.</p> <p>The teaching and academic technology portfolio includes the University's learning, teaching and academic services such as Library and Institute of Education. As a champion for the service which IT provides, the Technology Delivery Manager will develop strong relationships with stakeholder groups to ensure understanding of the value of IT and how technology can transform the University. Under the direction of the Head of Teaching and Academic Technologies, they will work closely with these stakeholders to understand their emerging business requirements and work with them collaboratively to articulate their technology needs in proposals and business cases.</p>			
<u>Key Responsibilities</u>			
<ol style="list-style-type: none"> 1. Management of a portfolio work plan, demand pipeline and resource plan. 2. Monitor, report on the status of and improve efficiency of the plans 3. Review progress with activity and project managers and internal stakeholders and ensure customer expectations are met. 4. Where appropriate, act as the project manager for aspects of the work plan. 5. Act as a contact point for operational and customer issues in the portfolio, and as the first point of contact for new portfolio demand/pipeline opportunities for defined stakeholder groups 6. Effectively manage and strengthen vendor relationships to align vendor products and services with enterprise strategy and IT service objectives. 7. Support asset and organizational set-up and growth, including fine-tuning delivery methodology as well as harvesting the best practices from the portfolio projects in order to drive improvement. 8. Reflecting the creation of the enterprise applications capability in IT Services and the need to build capabilities pertinent to the teaching and academic technologies portfolio in this function, the role will work closely with the IT teams and stakeholder groups to facilitate this transition and manage the change with all parties. 			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role**Planning and Organising**

- **DEMAND PIPELINE:** The post holder is responsible for the demand pipeline for the operational technologies portfolio, ensuring that activities are considered, assessed, prioritised and ultimately move into project delivery or are not progressed. They ensure that the appropriate delegates are presented with necessary information to take required decisions, and that those decisions are recorded.
- **PORTFOLIO DELIVERY:** The post holder is responsible for planning IT project delivery, based on agreed portfolio and project budgets, resource availability and target delivery dates.
- **ACTIVITY OVERSIGHT:** The post holder will engage with and oversee those carrying out scoping work to help assess deliverability of the project and advise on high level planning and resourcing needs. Once projects have moved into the delivery phase, the post holder will either run the activities themselves, or work with the project manager and project team to ensure the project is broken down into detailed technical work packages which they then assign to internal member of staffs and/or third parties. The post holder ensures that each work package has an agreed delivery date, quality standard and, where applicable, budget and that they receive regular reports on delivery status.
- **RE-PLANNING:** Where necessary, the post holder is responsible for leading any re-planning of projects which are not running within the approved time/budget/quality tolerances. The post holder provides options and recommendations to the Project Sponsor to allow them to either approve the revised plan or cancel the project if the required amount of change renders the business case invalid.

Problem Solving and Decision Making

- **DECISION MAKING:** The post holder will work within a framework of existing processes and policies, but as a senior position and domain expert is expected to take a proactive approach to problem solving, exercising decision making within their delegation, and bringing options to the delegated authority to enable informed decision making.
- **POLICY CONTEXT:** The post holder operates within established University policies and procedures for example Health and Safety and Equal Opportunities and must ensure that decisions and advice and guidance provided to colleagues and external third parties, fall within these.
- **TIMELY ESCALATION:** Failure to make appropriate and timely decision has the potential to delay the successful operational completion of strategically important projects or impact safe working practices of IT staff and contractors. Timely escalation is therefore expected where the impact of a decision is significant.

Continuous Improvement

- **RESPECTFUL CHALLENGE:** Whilst the post holder is not expected to be an expert in all IT Infrastructure technology areas, the nature of their role as the principle owner of a demand pipeline requires them to both identify and assess opportunities and issues. In doing so they must respectfully challenge to ensure value for money and alignment with relevant strategies are factors in all decisions.
- **PROCESS IMPROVEMENT:** The post holder will bring to the attention of the IT Project Management Office any improvements to the project delivery or governance processes which were identified through post-project Lessons Learned exercises, and as a senior domain expert is expected to

assist the implementation, development or improvement of new and existing methodological approaches.

Accountability

- **AUTONOMY:** The post holder has a high level of autonomy and is expected to be proactive in ensuring delivery, managing the demand pipeline, and in reporting to project Sponsors and Steering Groups to ensure that the project remains on course to deliver the benefits stated in the Project Brief.
- **AWARENESS OF IT LANDSCAPE:** To perform effectively the post holder must have an awareness of the new and emerging IT technical landscape and evolutions in portfolio delivery approaches.

Dimensions of the role

- The post holder has responsibility for the effective scoping, prioritisation and delivery of a full technology portfolio of work.
- The post holder is expected to manage large and small IT projects within the agreed time, quality and budgetary constraints, usually leading (virtually or directly) a large number of IT and business professionals. The post holder must plan, and track spend against the project budget in an accurate and auditable manner.
- Whilst the post holder does not have any direct line management responsibilities, they are expected to matrix manage project managers and teams of technical specialists.

Supplementary Information

- n/a

Person Specification

Qualifications and Professional Memberships

Professionally qualified with a relevant degree/postgraduate qualification (i.e. Computer Science, software development or similar), plus broad demonstrable experience in similar or related roles

Or:

Substantial vocational and relevant management experience demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge.

E

Relevant project, portfolio management or product management certification

E

Knowledge of working to ITIL or similar Service Management methodologies

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

Broad relevant project and program management experience including qualifications in, and use of, formal project methodologies

E

3

Strong experience of implementing corporate systems and process improvement

E

3

Knowledge of IT systems, infrastructure and the full IT delivery project lifecycle

E

3

Experience of managing the activities of others in a matrix-based project team.

E

3

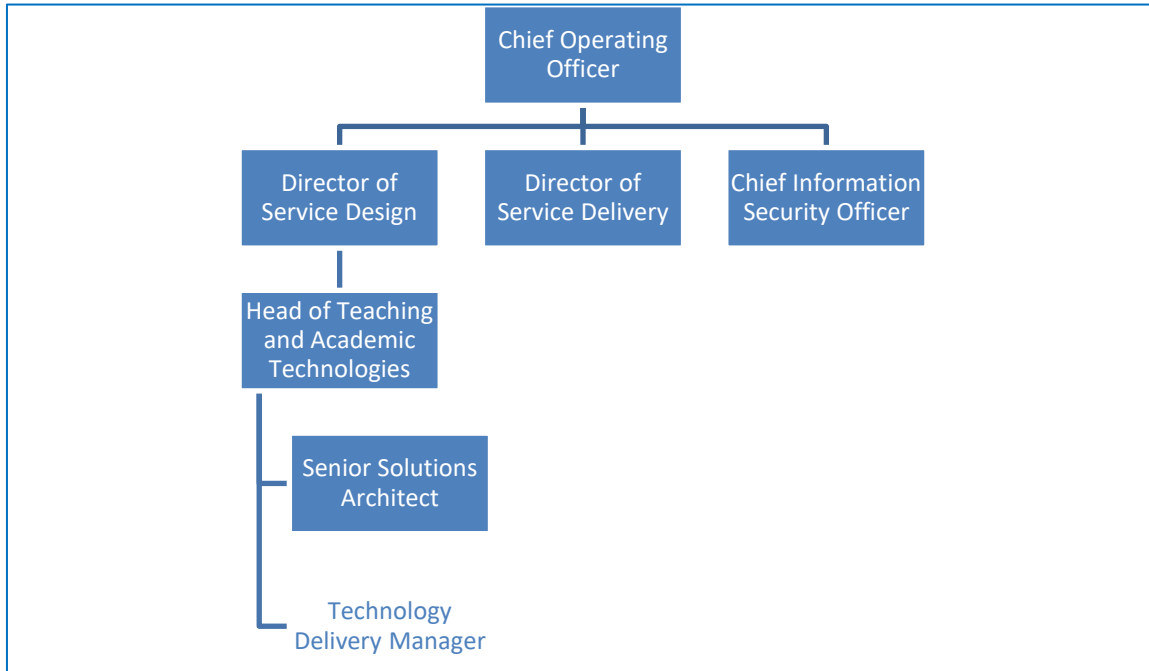
Experience of carrying out system analysis

E

3

Experience of producing specifications for new or changes to systems	E	3
Knowledge of development frameworks, tools and programming languages such as Java, C++, SQL and Python	E	3
Demonstrable aptitude in forming effective professional relationships and networks	E	3
Special Requirements:		Essential/ Desirable
The post holder must be willing and able to work flexibly. This may include working outside of regular office hours upon occasion.		E
Core Competencies		Level 1-3
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		3
Problem Solving and Decision Making Skills		3
Managing and Developing Performance		n/a
Creative and Analytical Thinking		3
Influencing, Persuasion and Negotiation Skills		3
Strategic Thinking & Leadership		1
Organisational/Departmental Information & Key Relationships		
<u>Background Information</u>		
<p>With an operating budget of ca. £10M and complement of approx. 120 staff, the University IT Services department provides a wide range of administrative and academic computing and information services for all staff and students at the University. IT underpins both the operational heartbeat of the University and enables strategic developments. IT Services' objectives are:</p> <ol style="list-style-type: none"> 1. Enhance the Student Experience 2. Enable effective and efficient business operations 3. Support Research Activities 4. Refresh and develop IT Strategy 5. Implement the Operating Model for IT. 		

Department Structure Chart



Relationships

Internal

- IT Project Management Office to provide updates for the IT project governance groups and help portfolio planning.
- Lead Users, IT and non-IT based members of the project team, typically via weekly project meetings to review progress and ensure effective communications within the team.
- Project Sponsors and Steering Groups to deliver progress reports and bring any issues to their attention.
- Stakeholder groups across the University e.g. Library, Institute of Education, Academic Departments.
- All University Project Managers to share best practice.

External

- External suppliers and third-party consultants for work packages relating to the development and delivery of the particular project or service.
- Project Management peers elsewhere especially those in other Universities (most probably via the Universities and Colleges Information Services Association) to share best practice.