DIGITAL DELIVERY MANAGER

Job Description

Directorate:	Resources		
Service:	Digital Strategy & Delivery		
Location:	County Hall		
Salary range:	Grade 13	Grade:	13
Reports to:	Head of Digital Strategy & Delivery	Staff responsible for:	Digital Delivery Team

Job purpose and scope

The role will lead the successful delivery of all Digital and Technical changes that underpin the Councils service delivery and future business and digital strategies. It aims to meet the needs of the business by providing effective digital capability to deliver high-quality services.

The role will provide strong and experienced professional leadership in terms of programme and project management, based on proven success in delivering digital change in a complex organisation. The postholder will ensure an absolute focus on business needs and benefits of all digital change activity and maintain a proactive 'can do' attitude to delivery, ensuring change is routinely delivered on time, within budget, and achieves agreed benefits.

The role should elevate programme and project methodology into practical 'how to' approaches to delivery and empower their teams to take ownership of agreed delivery outcomes and ensure they meet business expectations.

The postholder will be a credible and trusted leader of digital change for LCC with a proven track record of successful delivery of complex change and a clear understanding of 'what works'.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Accountabilities/Responsibilities

- Oversee the delivery of business and technical change. Manage the digital delivery team to make change happen at pace, from scoping requirements through to business case development and implementation.
- Responsible for the delivery of the Digital Strategy and Technology Strategy
- Provide professional leadership: Act as an inspiring change leader, inspiring creativity throughout the Council to think differently about how it can work from the individual in their day-

to-day business through to how we work across teams, departments, and the Council as a whole.

- Ensure a focus on business needs and benefits: Embed a new approach to digital change and ensuring it is intrinsically linked to business need and benefits.
- Maintain a proactive 'can do' attitude: Foster a culture of mutual respect and empowerment, giving employees the responsibility for making decisions about their own work while ensuring that boundaries and limits are set.
- Elevate programme and project methodology: Break down silo thinking in terms of digital skillsets (analytical, change, agile, programme, and project) and build a versatile, multi-skilled digital change team.
- Empower teams to take ownership: Work closely with business stakeholders, transformation colleagues, and commissioning, data insight, and user experience teams on the development of digital programmes of work, from initial concept and business case development to structured, planned delivery.
- Drive excellence in digital change: Set a learning culture in the team where risk and issue management are embraced to drive excellence.
- Safe delivery and embedding of technologies: Be accountable for the safe delivery and embedding of leading-edge technologies into day-to-day Council operations.
- Inspire trust from senior stakeholders: Build a centre of council excellence around effective change delivery based on demonstrable business benefits rather than methodologies. Inspire trust and confidence from senior stakeholders in the Council through transparent and effective communication and delivery.
- Be an effective collaborator: Work closely with commissioning, architecture, business engagement and wider technical teams to ensure all change is aligned to strategic plans, is smoothly transitioned into BAU support and meets business need. Ensures that business stakeholders are properly involved at all stages of a planned change project or programme.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

Other

- **Equal Opportunities**
  We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**
  All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**
  We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**
  We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**
  We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
  We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**
  We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**
  We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**
  We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Honours Degree level qualification or equivalent experience.
- Relevant professional qualification or equivalent.
- Certifications in project management (e.g., PRINCE2, PMP) and agile methodologies (e.g., Scrum Master, Agile PM) are highly desirable.

Experience

- Proven, strategic experience in leading and being personally responsible for complex, high value digital change in large organisations, evidenced through case studies and references.
- Substantial experience in high-quality, programme and project management that has delivered the intended outcomes and associated business benefits.
- Proven, evidenced experience of delivery complex and contentious digital change and addressing barriers and stakeholder concerns to achieve success.
- Proven evidence of applying change, programme and project methodologies personally, and pragmatically, with credible insights into 'what works' in terms of delivering successful complex digital change in large organisations.

Essential knowledge, skills & abilities

- Strong and proven leadership and management skills.
- Ability to engender trust and confidence from senior stakeholders in their work and their team's work.
- Strong and proven ability to focus on business needs and benefits.
- Proactive 'can do' attitude.
- Strong and demonstrable interpersonal skills and ability to engage well with stakeholders at all levels of an organisation.
- Evidence of successfully mentoring staff to develop improved change, programme, and project management competency and skills.
- Ability to elevate programme and project methodology into practical guidance.
- Knowledge and insights into empowering teams to deliver successfully.
- Demonstrable track record of successful digital change delivery.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.