Role Profile & Person Specification

Job Title:	IT Delivery Support Lead
Department:	IT
Location:	Hertford Office/Home (Hybrid)
Role reports to:	Senior IT Delivery Manager

Role Profile

Purpose of Role:
As a key liaison between Business and IT, you will support the delivery of IT and corporate strategic objectives by leading on the delivery of operational developmental activities across the business to help deliver fit-for-purpose solutions. Your role is critical to improving the journeys and experiences of all stakeholders (internal and external)

Key Responsibilities:

IT Team and Capability support *(30 %)*
- Conduct regular engagement with suppliers and business partners to ensure systems development and support are maintained
- Provide advice and SME guidance on existing capabilities to internal and external stakeholders
- Suggest systems changes to help streamline processes, create efficiencies etc., and drive viable IT interventions to fruition
- Attend and/or lead meetings with key stakeholders, business partners and vendors as required.
- Support the exploration and execution processes associated with delivering technology led interventions and any relevant partner on-boarding process
- Proactively manage dependencies or working to eliminate them, overcome obstacles and getting the best value against constraints
- Adapt to variations and changing context within the scope of projects, be flexible and versatile and act as an advocate for change.
- Identify and elaborate user and business needs to enable effective design, development and testing, and ensure alignment with customer and organisational needs
- Make decisions related to prioritisation and minimum viable product by using analysis and data led insights
- Understand any business and policy constraints that need to be considered, and assess the implications across other dependencies

Operational Delivery and Support *(55 %)*
- Work closely with business functional leads to assess new opportunities, and ensure that developmental work align with the wider IT developmental roadmap
- Contribute to the creation of developmental plans and support the delivery of all IT related transformational projects
- Monitor the current IT capabilities and ensure that they are fit-for-purpose, up-to-date and responsive to the needs of a wide and diverse group of stakeholders
- In conjunction with IT colleagues and other SMEs, source and make recommendations on technical solutions, platforms, applications, and ensure alignment with agreed strategies and departmental plans
- Lead on impact assessment to ensure effective change management and smooth transitioning to a target operating model
- Champion new ways of working by contributing to process review, development and creation of suitable artefacts to support explicit knowledge management and overall process conformance

- Ensure IT led solutions and associated systems are secure, robust and comply with current data protection legislation as well as other regulatory requirements
- Facilitate the collection of information and creation of recommendations for improvements
- Identify and implement opportunities to optimise existing systems and processes, and drive investigative work into opportunities
- Coordinate user acceptance testing and training with business teams as required to obtain sign-off for live deployment

Project and Stakeholders Management   **(15 %)**
- Through effective stakeholder management, act as key liaison with all business personas to understand, interpret and document IMI technical enhancement requirements
- Produce and manage project plans for IT led interventions and engage with the technical team in creating specifications and solutions
- Organised post project retrospective activities and document lessons learned to foster a high performing team culture
- Work with a wide range of people in different roles - internally and externally, with a positive attitude and demonstrate curiosity to explore new opportunities in order to improve current approaches and maximise performance of IT solutions
- Play a contributing part to building and maintaining team motivation, and take a positive approach to tackling problems and finding ways to identify suitable solutions
- Lead on engagement activities with external vendors and contribute to the management of performance related SLAs
- Leading and contributing to business stakeholders' engagement meetings aimed at providing IT related updates to the wider business

Key Performance Indicators:
- Effective delivery in-line with business project requirements & strategic plans
- Business objectives and IT vision achievement
- Effective internal/external stakeholder relationships
- Explicit approach to knowledge sharing and management
- Strong stakeholder management skills

Key Relationships:
- Senior IT Delivery Manager
- Digital Solutions Architect
- IT Operations Manager
- Technology Manager (Interim)
- IT Team members
- External vendors and strategic partners

Job Context:
The job-holder will report to the Senior IT Delivery Manager. They will be responsible for delivering digital & IT led operational activities across the business, and working closely with all key stakeholders to ensure seamless technical interventions

Authority Level:
Financial:
Support budget management and visibility of financial spending

Operational:
Makes day-to-day operational – including technical and non-technical decisions, about IT led projects. In conjunction with the senior IT team members, you will support the appointment and monitoring of new and existing external suppliers within budget as agreed with the Head of Department

Person Specification

Essential Knowledge & Experience
- Strong situational analysis skills and ability to communicate with technical and non-technical audiences
- Knowledge of outsourced IT support and development

- Excellent requirements gathering, listening and communicating skills
- Critical thinker able to see new development pathways
- Ability to work with stakeholders to draw out requirements and translate these to practical development activities
- Managing a heavy workload across multiple development partners and to co-ordinate cross dependencies efficiently and effectively
- Strong negotiation and influencing skills
- Project management experience in successfully delivering complex technology solutions
- Experience working in a fast paced, cross-functional and cross-team environment and being the functional go-to person
- Experience in developing relationships and ensuring the appropriate participation of key stakeholders
- Experience in developing and contributing to strategic roadmaps
- Prior experience overseeing formal cost/benefit analysis (RoI)

Desirable Knowledge & Experience
- Agile methodology and ways of working
- Use of JIRA as an IT helpdesk and support tool
- Experience in conducting situational systems analysis
- Proven experience of delivering complex system improvements into operational use
- Ability to lead a team
- Knowledge of regulatory requirements, policies, and/or services offered within an automotive professional member organisation and educational sector

Required Competencies
- Ability to make decisions based on limited or changing information
- Ability to plan and manage time effectively
- Analytical and self-motivated approach with the ability to work independently
- Customer focussed
- A strong verbal and written communicator, with the tact and assertiveness necessary to engage, support and brief internal and external stakeholders
- Highly organised with the ability to deal with multiple activities to meet deadlines
- Ability to absorb large amounts of conflicting information and use it to produce short, medium and longer solutions
- Ability to produce workable solutions to meet a range of needs

Essential Qualifications:
- Degree in IT related field and/or suitable Business-IT experience in similar role built up over time

Desirable Qualifications:
- Project management qualification

Other Requirements
- Full time (35 hours per week), with flexibility required to accommodate work required to meet tight deadlines
- To undertake other tasks to support the business as required