

**Function:** Digital Delivery  
**Role Title:** Delivery Manager (G8)  
**Reports To:** Head of Delivery Management

### Overview

The Digital Delivery team are responsible for the successful delivery of business change, both projects and products, aligned to the University Strategy and digital vision. From the initial assessment through to implementation and closure, the team deliver change working in collaboration with business colleagues, third party suppliers and strategic partners. The team is made up of Delivery Managers.

The Delivery Manager will be accountable and responsible for the successful planning and execution of digital projects, ensuring that they are delivered on schedule and within budget and delivered to realise maximum business benefit. The primary activities include coordinating and leading project activities, managing external delivery partners and progressing the risks, issues and dependencies, project reporting and financial management and stakeholder engagement.

The Digital IT Service is a 24/7 operation and there may be a requirement to work out of hours, when required to ensure high service availability and completion of planned changes.

### Responsibilities

- Effectively lead, manage, and successfully deliver projects for the University, ensuring projects meet their requirements and deliver to time, cost and quality, and realise any benefits identified.
- Define project scope, goals and deliverables that support business requirements/goals in collaboration with key stakeholders and colleagues.
- Define project plans and schedules, ensuring effective tracking of time (progress v plan) and costs (actuals v budget)
- Develop and issue clearly defined work packages derived from the project deliverables/plan to project team members (including third parties and suppliers), ensuring they are agreed, acted upon, tracked, and managed to the successful required outcomes.
- Identify, manage and report on project dependencies, milestones, critical path, and potential risks and issues, ensuring that appropriate and effective mitigation strategies and contingency plans exist and are acted upon.
- Ensure full governance and compliance to Digital IT project standards, policies, processes, and tools in the delivery of all Digital IT projects.
- Develop and maintain an effective communication and engagement strategy to project team members and stakeholders (including third parties and suppliers) ensuring this is delivered in a timely and clear fashion, with expectations clearly set and met.
- Build, develop, and grow any relationships that are vital to the success of the project.
- Effectively manage and document any escalations raised within the project, ensuring these are dealt with in a timely manner and to a successful conclusion.

### Salford behaviours

- **Co-creating:** Works with and through others to generate the best possible ideas and solutions for the University, its students, and its staff
- **Achieving:** Takes accountability to make things happen and see things through for the benefit of the University and its students
- **Deciding:** Objectively and effectively makes decisions in a timely fashion, placing the needs of the University and its students front and centre
- **Aligning:** Focuses on what is in the best interests of the University and its students and positively aligns to University strategy

### Qualifications – Professional Skills Certifications (essential or desired)

- Graduate qualification or relevant professional experience
- Programme and/or project management certifications or equivalent experience

### Background & Experience

- Experience in an IT delivery manager role
- Experience of delivering projects and/or programmes in complex and matrix managed technology environments with multiple stakeholders
- Involvement and engagement with full lifecycle delivery of projects and products

Skill name	SFIA Level	SFIA skill-level description selected for this role
<b>Project management</b>	5	Takes full responsibility for the definition, approach, facilitation, and satisfactory completion of medium-scale projects (typically with direct business impact and firm deadlines). Identifies, assesses and manages risks to the success of the project. Ensures that realistic project plans are maintained and ensures regular and accurate communication to stakeholders. Adopts appropriate project management methods and tools whether predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Ensures Quality reviews occur on schedule and according to procedure. Manages the change control procedure and ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are signed off. Provides effective leadership to the project team and takes appropriate action where team performance deviates from agreed tolerances.
<b>Change implementation planning and management</b>	5	Creates the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes or jobs into the "business as usual" environment. Determines the readiness levels of business users regarding upcoming changes; uncovers readiness gaps and creates and implements action plans to close the gaps prior to going live. Assists the user community in the provision of transition support and change planning and liaises with the project team. Monitors and reports progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures. Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.
<b>Benefits management</b>	5	Identifies specific measures and mechanisms by which benefits can be measured and plans to activate these mechanisms at the required time. Monitors benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place. Supports operational managers to ensure that all plans, work packages and deliverables are aligned to the expected benefits and leads activities required in the realisation of the benefits of each part of the change programme.
<b>Performance management</b>	4	Supervises individuals and teams. Allocates routine tasks and/or project work. Provides direction, support, and guidance as necessary, in line with individuals' skills and abilities. Monitors progress against agreed quality and performance criteria. Acts to facilitate effective working relationships between team members.
<b>Relationship management</b>	4	Implements stakeholder engagement/communications plan. Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.
<b>Methods and tools</b>	4	Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.

One of our strategic ambitions, articulated in our current strategic framework, is to advance equality, diversity, and inclusion (EDI). This includes achieving greater diversity within our workforce and creating an inclusive working environment service wide. We will create a culture that is collaborative and innovative and that adapts to the changing needs of our clients. EDI will be fundamental to this culture. In this role, you can expect to: contribute to our thinking and be challenging on how Salford can transform the way it addresses equity disparities, embraces diversity, and becomes more inclusive.

The University of Salford is committed to an inclusive approach to equality and diversity. We make every effort to form shortlisting and interview panels that are diverse in terms of gender, age, ethnicity, nationality, and socio-economic background.