



**START
SOMETHING**

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Delivery Manager – Operations Systems	PAY BAND:
FUNCTION:	Technology – Business Services	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Business Services function is responsible for the design, development and operations of technology services that allow our staff and volunteers to do their jobs, including our Young Person CRM, our Fundraising CRM and our HR and Finance systems.	

WHERE YOU WILL FIT

Chief Technology Officer	Head of Business Services	Head of Ops Systems	Delivery Manager – Ops Systems	Business Analyst(s) Testers
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

As the Delivery Manager for our Operations Systems, you will have a vital role ensuring our frontline teams have systems that meet user needs and are as efficient and effective as possible. Your role will ensure the team can effectively deliver change and will therefore have a significant impact on the way in which our Operations teams are able to do their amazing work with Young People.

WHAT WILL YOU DO?

-  Plan, manage and assume overall accountability for the delivery and ongoing optimisation of a number of delivery streams across the Trust's operational systems including both continuous improvement and major change initiatives.
-  Work with senior colleagues in Technology and across the organisation to facilitate the solution design process to ensure that project requests can be effectively scoped, budgeted and signed off.
-  Work with internal and external suppliers to ensure optimum delivery capacity and capability.
-  Work closely with stakeholders to understand needs, reduce complexity and manage delivery expectations.
-  Take a hands-on role in leading the full delivery lifecycle; leading and demonstrating through actions and coaching what good practice looks like, including:
 - Project scoping and business case analysis and documentation
 - Gathering, analysing and documenting requirements including running / advising on workshops, interviews, observations, questionnaires and other formal and non-formal forms of elicitation.
 - Requirements/change management
 - Assistance with Test and UAT planning and support
-  Ensure that functional, and technical specifications and user guides for both technology staff and Operations users are available, accurate and kept up to date and relevant.
-  Run the BAU change management process, managing competing priorities and balancing BAU requirements with change delivery.
-  Lead and continuously improve scrum-based delivery techniques, ensuring all staff understand and are comfortable with the ceremonies and techniques deployed.
-  Line manage more junior members of the delivery team.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Excellent project delivery skills, with experience of scrum-based delivery.	You will lead the delivery management of a large development portfolio encompassing both continuous improvement (BAU / minor change) and significant change initiatives.
Excellent communication and stakeholder management skills.	You will need to work closely with business users to understand their needs and manage the full delivery lifecycle.
Strong collaboration skills.	
Strong ability to bring control and order to ambiguity, enjoying the challenge of overcoming problems due to a desire to continually improve the way things are done.	We have a significant transformation agenda which will require strong delivery management to maintain focus and maximise value.
Conceptual thinking, able to understand the underlying issues in complex problems.	
Experience	Why do we need this?
Substantial experience as a delivery manager, delivering complex changes in an agile / scrum environment.	This is a complex environment, so substantial experience is required. We have adopted and embedded Scrum.
Significant experience of managing multiple projects in parallel, including both small and complex projects.	You will oversee multiple projects delivered both internally and externally.
Use of Jira for backlog management and sprint delivery.	We have adopted and embedded Jira.
Experience in business analysis practice (including project scoping, business case definition and benefits realisation)	You will have a small team of BAs reporting to you so will need to ensure they are able to deliver effectively.
Experience leading the work of test teams.	You will have a small team of testers reporting to you.
Experience of BAU Change Support and Management.	Delivery will include both BAU / minor change and major project delivery.
Proven ability to negotiate and interact with staff and suppliers at all levels.	Our delivery includes a balance of internal & external capability which you will need to oversee.
Experience of managing a development team working on both package and bespoke software.	We use a combination of both.

WE WOULD LOVE IT IF YOU COULD DO THIS

Skills & Knowledge	Why do we need this?
Certified Scrum master.	We have adopted Scrum, so it would be helpful if you are a qualified practitioner.
Experience	Why do we need this?
Experience operating in the third sector.	To provide insight into the unique considerations of the sector.
Experience in CRM, Business Intelligence / Data warehousing and Enterprise Service Bus technologies.	To increase your ability to get up to speed with our core technologies.
Experience in Service Cloud, OPA, OBBIE, Web Centre Sites, SOA, Microsoft SQL, or Reporting Services.	
Experience and understanding of quality control.	To bring rigour to our approach.
Line Management experience	We are committed to the ongoing development of our team members.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 Inspiring We lead by example	 Approachable We are open minded and value diversity	 Empowering We enable positive change	 Non-Judgemental We focus on the potential, not the past	 Passionate We are absolutely committed to supporting young people
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Here at The Prince's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBT Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through passion for what we do You keep young people and our end goal in mind You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values	You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance own development and build expertise You role model a positive and constructive approach to giving & receiving feedback You support others in adapting to change	You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathises with others to understand the root of situations before responding	You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions	You translate The Trust's long-term vision and strategy into actionable plans & targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same

THE WELFARE OF OUR YOUNG PEOPLE

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment we undertake basic disclosure checks in accordance with the Codes of Practice for all roles within the Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.