Delivery Manager

Government Information Services (GIS), Information and Knowledge Service

Role Purpose

Accountable for the delivery of one or more complex digital initiatives, via a multi- disciplinary digital team, ensuring project standards and delivery strategies are followed. The Delivery Manager also quantifies the project resources required in a project and provides this information to the Portfolio process enabling resources to be appropriately allocated.

- **Reporting to: Portfolio Manager**
- **Location:** Wellington
- **Salary range**: Information Technology J

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

We make it easy, we make it work
- Customer centred
- Make things even better

We're stronger together
- Work as a team
- Value each other

We take pride in what we do
- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

INTERNAL AFFAIRS

Te Tari Taiwhenua

What you will do to contribute	As a result we will see
Delivering Results • Manage one or more agile delivery initiatives, typically to deliver or enhance a specific product or transformation via a multi – disciplinary delivery team. • Maintain oversight of the budget for these initiatives • In collaboration with the Product Owner, define the roadmap for any given product and translate this into user stories. • Develop the detailed delivery plan identifying the resource capability and capacity required, cost and timetable. • Define project needs and feed these into the portfolio process to enable resources to be allocated. • In conjunction with the Capability Manager, identify the availability of internal Specialist skills. • In conjunction with the Capability Manager, identify any external resourcing required. • Where appropriate work at a more detailed level in order to make things happen. • Fill the role of Scrum Master within several flexible delivery teams. • Ensure all products are built to an appropriate level of quality for the stage. • Ensure the implementation of solutions is successful, timely and within cost constraints. • Identify risks to delivery and provide a decisive response to mitigate risk. • Ensure product delivery documentation is effective.	• Initiatives, products and sprints are delivered on time and within budget, using the appropriate agile management methodology. • Products are built that reflect high quality and meet the customer needs as identified. • Clear, pragmatic and manageable plans are developed for product delivery. • Project needs are identified and appropriate resources are allocated. • Individuals within team understand their roles and outputs expected. • Decisive responses made to risks that ensure the quality or timeliness of product delivery is not compromised. • A culture of innovation is encouraged • Teams are empowered to produce results and barriers to this are overcome or removed.
Decision Making • Analyse and evaluate pros and cons and identify risks in order to make decisions that take account of the wider context, including diversity and sustainability. • Identify the main issues in complex problems; clarify understanding or stakeholder's expectation to seek best option. • Ensure that decisions are made at the appropriate level.	• Pragmatic decisions are made and stakeholder expectations are managed. • Decision making is made at the right level within the portfolio.

What you will do to contribute	As a result we will see
Relationships • Contribute to the team's transition to agile delivery methodology. • Manage one or more teams of Specialists to deliver specific outcomes. • Contribute to the performance and development plans and assessments for specialist team members • Breakdown barriers for your team and the Portfolio as a whole. • Promote within the flexible delivery teams, a culture focused on customer needs. • Participate in the Delivery Manager Community. • Build positive and strong working relationships with members of the Capability and Partnership Team.	• Skills and knowledge are shared and reapplied. • Teams are aware of and strive towards best practice. • Teams have clear understanding of what needs to be achieved. • Team members and the capability manager have a clear understanding of what constitutes high performance and the development activities required to achieve this.
Health and safety (for self) • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans	• A safe and healthy workplace for all people using our sites as a place of work. • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/ lead	Deliver to
Internal	Portfolio Management team	✓	✓	✓	✓		✓
	Senior and Product Owners						
	Members of the Delivery Team	✓	✓	✓	✓		✓
	Internal DIA Customers	✓	✓	✓	✓		✓
External	Customers – other govt agencies	✓	✓	✓	✓		✓
	Vendors	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	N/A

Your success profile for this role	What you will bring specifically
At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist. **Keys to Success:** • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning	**Experience:** • In delivering digital products within an agile organisation using agile methodologies. • Previous experience of customer or user-centred IT delivery management. • Matrix management of a team of specialists. • Experience balancing multiple priorities and dealing with ambiguity. • At least 3 years agile project management experience. **Knowledge:** • Agile project management methods • Sound understanding of the digital landscape • Understanding of user-centred web design **Skills:** • Confident at dealing with stakeholders and colleagues at all levels. • Well-developed relationship management skills. • Effective persuasion and influencing skills as well as ability to enthuse and inspire multi-disciplinary teams. • Excellent communication skills with a capacity to present discuss and explain issues concisely and clearly, both in oral and in written form. • Ability to achieve results through collaboration • Facilitation skills **Other requirements:** • Relevant IT delivery experience • Agile project management certification such as PMI-ACP , ICAgile or similar • A relevant tertiary level qualification • Ability to obtain a satisfactory MoJ Criminal check and Security Clearance