



# Job description

## Digital Delivery Manager

15 November 2018

### Company context

#### INTO's mission:

***Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.***

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

### Role context

We operate a range of websites and other systems on multiple platforms with an international audience. We manage the development of them using an agile methodology to maximise the timely delivery of business value.

### Reporting line

The role reports to the VP Digital Systems.

### Job purpose

The Digital Delivery Manager will be responsible for driving the timely delivery of our web and software products by working with multi-disciplinary teams including Product Owners, Developers, Testers, Designers, User Experience Analysts and Business Subject Matter Experts. Additionally, he or she will work with our Project Management Office to grow our project delivery support capability, identify and promote best practice and establish common working and reporting processes.

### Key accountabilities and duties

Role and responsibilities

- Requirements Capture and Analysis
  - Ensure requirements are captured, maintained, managed and tracked
  - Validate requirements are understood and estimated
  - Dynamically manage plans to meets requirements delivery need within delivery capacity

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- Planning and Co-ordination
  - Make sure teams have appropriate processes in place for each project
  - Work with Product Owners to define and maintain product roadmaps
  - Manage resource allocation and forecasting to deliver projects
- Delivery
  - Drive project delivery by financial, development and resource management
  - Identify and manage dependencies between teams and between products
  - Initiate projects and teams following Business Case sign-off
  - Report on project progress and resolve or escalate risks and issues
  - Coordinate release management to align with other projects & stakeholder needs
- Work with the INTO Project Management Office (PMO)

**The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

## Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

## Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

Please see the next page for person specification...

## Person specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>Must be eligible to work in UK</li> </ul>	
<ul style="list-style-type: none"> <li>Education/Qualifications</li> </ul>	<ul style="list-style-type: none"> <li>Professional certification, e.g. PMP CAPM Certified Scrum Master Professional Scrum Master PRINCE2 Practitioner</li> </ul>	<ul style="list-style-type: none"> <li>Ideally hold a degree level qualification or equivalent in numerate subject</li> </ul>
<ul style="list-style-type: none"> <li>Experience/skills</li> </ul>	<ul style="list-style-type: none"> <li>2 + year history of managing delivery of software and online projects</li> <li>Track record of delivery-focused collaborative working in complex environments</li> <li>Familiarity with project tools, e.g. MS Project, TeamGantt, JIRA, Confluence, Visual Studio, TFS,</li> <li>Familiarity delivering projects with agile teams using Scrum</li> <li>Strong communication skills in a global organisation</li> <li>Able to capture and share meaningful metrics to keep team and stakeholders informed</li> <li>Knowledge of software development processes and practices</li> <li>Enthusiasm, energy and ability to motivate teams</li> <li>Stakeholder management skills</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of other agile frameworks, e.g Kanban, DSDM, SaFe</li> <li>Awareness of other delivery methodologies Kanban, DSDM, waterfall.</li> </ul>