

Job Description

Job title	Technology Delivery Manager	Date May 2024
Reports to (title)	Chief Technology Officer (CTO)	
Contract/Department	Technology Solutions	Revision 2.0
Location	Home (Remote)	

Job purpose

Describe the overall purpose of the job in two or three sentences.

Reporting to the CTO the Technology Delivery Manager will manage the successful and effective delivery of Technology Change as per the EMCOR UK Governance Frameworks.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Facilitate the day-to-day process of software development and delivery and ensure the agreed process is adhered to i.e. daily stand up, sprint planning, sprint playback, and retrospective meetings.
- Manage the end-to-end Sprint lifecycle including:
 - Facilitate the sprint planning meetings and align sprint items to agreed priority
 - Ensure User stories are clear, un-ambiguous, and have ownership from the business and Technical teams
 - Ensure the team identify and articulate acceptance criteria that capture the details of user stories.
 - To manage the technical review process of sprint items to ensure there is awareness of the requirement and an initial agreement on the technical delivery approach.
 - To manage the estimation process and target delivery dates for sprint items
 - Work with the team to identify and mitigate issues and risks. Clearly identify and manage external dependencies.
- Liaise effectively and manage relationships with Key Stakeholders.
- Collaborate with the Product Delivery Owner, IT Programme Manager and Other Key Stakeholders to ensure awareness of the prioritised backlog.
- Oversee and manage scope, timeline, quality, goals and deliverables that support business goals.
- Manage Risks and Issues and escalating to relevant stakeholders where significant impact to delivery identified
- Ensures chargeable works are invoiced to client where appropriate or cost is allocated
- Ensure the team has everything it needs to do its job and remove any obstacles.
- Be a constant source of information for the team.
- Ensure changes are thoroughly tested and approved by the QA team and nominated testers
- Coordinate releases between development, infrastructure and operational teams
- Communicate information about deployment activities and outages to the business and key stakeholders
- Facilitate resolution of deployment problems with Development, QA, and Infrastructure teams
- Assist with internal and external communication of technology changes.
- To provide reporting on the effectiveness of the sprint delivery, including estimated versus actual, sprint burn down and other performance reporting as appropriate.

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- Report progress where required to stakeholders as per the relevant EMCOR UK governance frameworks
- Mentor team on agile principles and Scrum practices, helping to create an effective self-organising, cross-functional and disciplined team.
- Protect the team from outside interruptions and distractions.
- Promote learning, experimentation and knowledge sharing and encourage creativity.
- Help the team to continuously improve their process and behaviour through regular reflection and adaptation.
- To manage software development and delivery Change, in a way that is compliant with SOX and ISO27001
- Support audit activity with regards to change management
- Create and maintain documentation as per the relevant EMCOR UK governance frameworks
- Utilise tools recommended as per the relevant EMCOR UK project governance framework
- Assign technical resources through agreement with resource owners, and/or liaison with external 3rd parties
- To manage 3rd party technology delivery partners where required
- Provide guidance on the EMCOR UK technology delivery processes to the wider business (if required)
- Identify areas for process improvement within the governance frameworks and to work with the wider Technology and Transformation teams to agree and implement improvements
- Facilitate transition to BAU for technology change – for example highlighting the need for support staff training, system administration and technical documentation
- Identify and document lessons

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Matrix Management of technical resource in the technology, IT and 3rd Party teams

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- A passion for Technology – it's at the core of everything we do
- Strong and demonstrated ability to build lasting relationships with key stakeholders
- Confident communication skills across a broad technology and business landscape
- Highly collaborative style and able to thrive in a team
- Experience of operating a matrix structure, in fast paced organisations

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- Certification or Practitioner experience of one or more of the following:
 - SDLC in Agile development environments
 - Agile Project Management
 - PRINCE2 Project Management
 - Change Management
- Experience of managing projects in a change function
- Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service
- Proficient IT skills in Word, Excel, PowerPoint and MS project
- Diplomatic ability to influence others at all levels of the business
- Able to maintain and improve the policies and procedures
- An inclusive and collaborative approach to all tasks
- Conscientious with a strong sense of self-motivation
- Proactive outcome-based approach
- Highly analytical and detail oriented with an evidence-based approach to problem solving
- Strong organisational, prioritisation and planning skills
- Attention to detail and multitasking are key to this role

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- There is a requirement for the candidate to go through SC or DV clearance to be able to support some EMCOR UK clients
- There is a requirement, on occasions, to work outside of normal core hours to support of effective delivery of project outcomes.
- Some travel to and from EMCOR UK and customer locations may be required

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
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Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	