



# Delivery Manager

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at [careers@citizensadvice.org.uk](mailto:careers@citizensadvice.org.uk)



## The team

The role you're applying for is in the **Design, Data and Technology** directorate and in the **delivery** team. Here are **4** ways you can find out more about us:

1. Annual report - <https://www.citizensadvice.org.uk/Global/CitizensAdvice/Governance/Annual%20Report-2019-20.pdf>
2. **Citizens Advice - for everyone, for 80 years:** <https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
3. **Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice:** <https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>
4. **Communities of practice:** Read about the Delivery Manager discipline community [https://docs.google.com/presentation/d/1pTNXg7iRBeBL3BANoOwTReeO\\_xCD2ZXOfzr34luUMEQ/edit?usp=sharing](https://docs.google.com/presentation/d/1pTNXg7iRBeBL3BANoOwTReeO_xCD2ZXOfzr34luUMEQ/edit?usp=sharing)



## The role

As a delivery manager at Citizens Advice, you'll enable agile project and product teams to focus on the right priorities, work together effectively and deliver user-centred products and services that meet user needs and business priorities.

You'll ensure a high team standard is set, expectations are managed and identify and remove issues, blockers and risks to delivery and build the capability of your team to work effectively in an agile way, through coaching, contributing to a culture of learning and transparency, encouraging and enabling self-organisation.

You'll have excellent facilitation skills, be able to foster a feeling of safety and employ self-awareness, self-management and neutrality as needed, as well as designing and running meetings with clear purpose, using a mix of activities, tools and techniques to achieve desired outcomes.

You'll be action orientated, with sound judgement in identifying issues and putting forward solutions and adept at drawing together insights from data, research and other sources to help inform decision-making and make recommendations.



## Role profile

<b>Band</b>	Senior Officer Upper	
<b>Contract</b>	Permanent	
<b>Proficient salary</b>	£45,822 (made up of £43,212 base salary and £2,610 market premia) plus £3,520 London Allowance where applicable	
<b>Location</b>	Blended between office and home (England and Wales)	Minimal travel required
<b>Team overview</b>	The Design, Data and Technology teams are leading the transformation of Citizens Advice content and services. We work in multidisciplinary, agile teams to design and deliver products that meet the needs of members of the public and our advisers.	

<b>Role purpose</b>	Delivery Managers enable teams to focus on the right priorities, work together effectively and deliver user-centred products, projects and services that meet user needs and business priorities.	
<b>Main responsibilities</b>	Key elements/Tasks	% of Time
<b>Lead delivery of content and products</b>	<ul style="list-style-type: none"> <li>● Lead on planning for multi-disciplinary teams, including researching and refining workflows.</li> <li>● Contribute to development of team strategy into workable agile projects, allocating resources and ensuring team capacity to enable successful delivery.</li> <li>● Work with team lead(s) and stakeholders to produce and maintain a roadmap.</li> <li>● Ensure a high team standard is set, expectations are managed and identify and remove issues, blockers and risks to delivery.</li> <li>● Lead regular evaluation of the work through regular retrospectives, encouraging and embedding a continuous improvement approach.</li> <li>● Lead on/support team leads in communicating team vision and goals, with an emphasis on gaining buy in/backing from stakeholders.</li> <li>● Produce and embed effective reporting methods for the team and stakeholders to understand progress towards team vision/goals</li> </ul>	30
<b>Act as an enabler for product / project team(s)</b>	<ul style="list-style-type: none"> <li>● Create a positive working environment for your specific teams, in which they are protected and empowered to succeed.</li> <li>● Foster positive dynamics within team(s) and facilitate a culture of inclusivity, psychological safety and innovation when working across teams, departments and national and local offices.</li> </ul>	30

	<ul style="list-style-type: none"> <li>• Monitor and manage (where possible) team health, including keeping performance and morale high under any difficult or challenging circumstances.</li> <li>• Build and develop relationships with relevant partner teams to ensure successful cross-team or cross-organisational delivery.</li> <li>• Focus on seeking constructive outcomes in discussions and giving and facilitating healthy challenge, whilst understanding when and how compromise is beneficial to progress.</li> <li>• Ensure that the work of the team(s) reflects and supports the service's Equity and Diversity Strategy.</li> <li>• Matrix manage the work of disciplines including (but not limited to) business analysis, user research, service and product designers, content designers, subject matter experts.</li> </ul>	
<b>Develop and implement best practice systems and processes</b>	<ul style="list-style-type: none"> <li>• Build the capability of your team(s) and the Design Data and Technology teams as a whole to work effectively in an agile way through coaching, contributing to a culture of learning and transparency.</li> <li>• Identify and collect metrics to understand the capacity of the team(s) and use these to identify potential delivery issues early.</li> <li>• Continually review and refine delivery systems and processes within product / project teams.</li> <li>• Undertake communications and stakeholder engagement as necessary / liaising with key stakeholders leading on this work.</li> </ul>	20
<b>Maintain and develop expertise and insight</b>	<ul style="list-style-type: none"> <li>• Keep up to date with developments in delivery and agile / lean techniques and methodologies and introduce them to teams to reflect best practice.</li> </ul>	10

	<ul style="list-style-type: none"> <li>• Display sufficient ability to identify, communicate and negotiate resolutions to swiftly remove impediments and communicate between teams.</li> <li>• Play an active role in relevant team and organisation-wide forums such as Communities of Practice by sharing expertise and knowledge and gaining new expertise, insight and skills from others.</li> </ul>	
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Management of budgets within teams and/or project budgets liaising with finance where appropriate.</li> <li>• Demonstrate financial efficiency and value for money throughout the department/project/team.</li> </ul>	5
<b>Other</b>	<ul style="list-style-type: none"> <li>• Advocate for user-centred services, celebrating the team's progress and publicising learning</li> <li>• Deputise for senior staff, and supervise staff and volunteers, as required from time to time.</li> <li>• Undertake any other duties as may be reasonably required within the scope of the role.</li> </ul>	5



## Person specification

### ESSENTIAL CRITERIA (to be assessed at application and interview)

1. A strong understanding of agile approaches and workflows and expertise in managing agile projects to deliver work which is within scope, on time and of a high quality.
2. Excellent facilitation skills, able to foster a feeling of safety and employ self-awareness, self-management and neutrality as needed, as well as

designing and running meetings with clear purpose, using a mix of activities, tools and techniques to achieve desired outcomes.

### **ESSENTIAL CRITERIA (to be assessed at interview)**

3. Experience of working with stakeholders at all levels to communicate and negotiate successfully, protect and enable teams and generate commitment to shared goals.
4. Excellent analytical thinking skills, including the ability to make practical, sensible judgements about competing priorities.
5. Excellent presentation and communication skills, with the ability to explain complex decisions and implications to non-technical audiences.
6. Action orientated, with sound judgement in identifying issues and putting forward solutions.
7. Adept at drawing together insights from data, research and other sources to help inform decision-making and make recommendations.

### **DESIRABLE CRITERIA**

- Expertise in managing projects using a range of methodologies.
- Experience of working within varied reporting and project management frameworks, and the ability to vary approaches depending on requirements.