



Senior 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

The team

The role you're applying for is in the **Delivery team**, who support the work of multi-disciplinary teams across the client and member services directorate. Here are 3 ways you can find out more about us:

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - <https://www.linkedin.com/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk/>

The role

This Senior Delivery Manager role will work on Witness Box, the case management system for the Witness Service. The team comprises a mixture of staff from our internal witness service team and from a partner digital agency.

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 oriented, 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

Band	Manager - mid
Proficient salary	£62,052 (made up of £53,830 base salary and £8,222 market premium) plus London allowance of £3,520 where applicable.
Location	Blended between office and home (England and Wales)
Team overview	Our digital, technology and advice teams are leading the transformation of Citizens Advice content, products 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.

Contract Type	This role will be a fixed term contract until the 30th June 2025
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Role purpose	Senior Delivery Managers lead complex, high-risk agile project and product teams to effectively deliver user-centred products and services that meet user needs and business priorities.	
Main responsibilities	Key elements/Tasks	% of Time
Lead delivery of services, content and products	<ul style="list-style-type: none"> • Lead planning, research and workflow for large, complex, high risk multidisciplinary service, content and product teams. • Contribute to development of product / project team strategy into workable agile projects, allocating resources and ensuring team capacity to enable successful delivery throughout the entire lifecycle of the product, project or service. • Act as the main point of escalation, with overarching responsibility and accountability for resolving issues related to the delivery of the product / project in the specific teams you're working with. • Work with team leads to produce and maintain a content and product roadmap. • Work with Product Owner and / or Extended Leadership Team to review backlog and determine team priorities and set product / project level KPIs / success measures / OKRs. • Ensure a high team standard is set, expectations are managed and identify and remove issues, blockers and risks to delivery. • Devise and implement best ways to evaluate projects and implement lessons learned in future work within product / project team / wider Customer Journey team and organisation-wide forums such as Communities of Practice. 	35

<p>Act as an enabler for product / project team(s)</p>	<ul style="list-style-type: none"> ● Lead a positive working environment for your specific product / project teams, in which they are protected and empowered to succeed. ● Manage team dynamics and create a culture of innovation while working across teams, departments and national and local offices. 	<p>25</p>
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	<ul style="list-style-type: none"> ● Monitor and manage (where possible) team health, including keeping performance and morale high under any difficult or challenging circumstances. ● Take a lead role in relationships with relevant partner teams (e.g. Expert Advice, Tech, Data) to ensure successful cross-team or cross-organisational delivery, including ability to mediate, manage and facilitate discussions across complex, high-risk, time-constrained or challenging scenarios. ● Act as a point of escalation and sounding board for other delivery staff on issues relating to enabling their product / project teams. ● Challenge and suggest solutions for organisational processes where they impact the pace of the team. ● Focus on seeking constructive outcomes in discussions and giving and facilitating healthy challenge, whilst understanding when and how compromise is beneficial to progress. ● Ensure that the work of the project or product team(s) reflects and supports the service's Equality and Diversity Strategy. ● Compliance with Citizens Advice policies and procedures, including Health and Safety. 	<p>2</p>
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<p>Develop and implement to best practice systems and processes</p>	<ul style="list-style-type: none"> ● Work with Product Owners and/ or Leads to build the capability of your product / project teams to work effectively in an agile way based on a deep knowledge and understanding of a range of agile and lean tools and techniques (including leading on a culture of learning and transparency, encouraging and enabling self-organisation). ● Proactively plan, forecast, estimate and manage uncertainty, contingency planning and pace, while defining and collecting the best metrics to understand the capacity of the team and to identify potential delivery issues early. ● Continually review and refine delivery systems and processes within product / project teams. 	<p>15</p>
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	<ul style="list-style-type: none"> ● Effective communicator, able to engage with and influence senior internal stakeholders to shape the agenda for delivery as a whole at Citizens Advice. 	
<p>Maintain and develop expertise and insight</p>	<ul style="list-style-type: none"> ● Keep up to date with developments in delivery and agile / lean techniques and methodologies and introduce them to product / project teams to reflect best practice, and acting as a consultant for other teams when appropriate and agreed with the Delivery Lead and Head of Delivery. ● Display sufficient technical competency to swiftly remove impediments and communicate between teams. ● Play a leading 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. 	<p>10</p>

Support the development of Delivery Management at Citizens Advice	<ul style="list-style-type: none"> • Line manage and coach members of the delivery management team • Coach and mentor other members of the delivery community across Citizens Advice, acting as a central point of expertise. • Be proactive in identifying external and internal contacts within delivery, such as the Government Digital Service, government departments, other charities etc. to develop our network and enhance our visibility as leaders in the sector. 	10
Other	<ul style="list-style-type: none"> • Advocate for user-centred services, celebrating the team's progress and publicising learning. • Deputise for senior staff, and supervise staff and volunteers, as required from time to time. • Undertake any other duties as may be reasonably required within the scope of the role. 	5

Person specification

Essential criteria

1. Experience of working in agile multidisciplinary teams to deliver high transactional digital products and platforms using agile methodology in a large and complex organisation.
2. Deep knowledge and understanding of working in user-centred design teams, with extensive experience and expertise using a range of delivery methods, tools and agile techniques to deliver a variety of projects / products within scope, on time and of a high quality.
3. Experience of working with and influencing 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 and collecting metrics to show impact

and measure success.

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/ blockers and putting forward solutions.
7. Adept at drawing together insights from data, research and other sources to help inform decision-making and make tactical and strategic recommendations.
8. Passionate about working in an equity-driven organisation solving complex problems
9. Experience of growing the capability of team members through line management and/or coaching and mentoring