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| **Job Title** | **Technical Programme & Delivery Leader** |
| **Business Unit** | FBS |
| **Location** | SBP |
| **Job Group** | 3b |
| Key Relationships |
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| **Reports to:** | Head of Group Technology Services |
| **Responsible for** | GTS PMO, Project Managers |
| **Any other key relationships:** | Business PMO Functional Leaders, Group Functional Business Leaders, Global Finance Teams, GTS Technical Teams |

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| Job Purpose |
| To provide effective management of the IT technical programme ensuring and all IT technical projects adhere to established project governance and controls and delivery is aligned to business and IT strategic plans and priorities. Support the definition and implementation of the Global IT strategy with responsibility for the management of the GTS PMO function ensuring clear definition and application of project standards, reporting and project governance.  |
| Key Responsibilities & Critical Success Measures |
| * Manage the IT technical delivery programme, establishing and agreeing business priorities to deliver globally aligned benefits and services
* Establish successful stakeholder relationships, managing expectations in the delivery, support and enhancements of IT Services, including leading Steering Group Meetings and Global Forums
* Ensure delivery of compliant services through rationalisation and alignment with the company global technical blue print
* Recruit, retain, lead, motivate and develop the team in line with the Company Values to maximise employee engagement
* Lead cross-functional teams to ensure project delivery
* Coach, develop and mentor team members ensuring: (1) effective cross-training of skills, (2) development plans are aligned with personal and team goals, and (3) challenging objectives
* Manage team financials ensuring: (1) budgets and 5 year plans are properly defined, (2) spend is maintained and tracked within budget and (3) all necessary capital expenditure is submitted for approval.
* Support the definition and delivery of IT policies, procedures and infrastructure standards in line with best practice
* Develop and operate global processes which are aligned with ITIL and Prince2 methodologies to deliver agile solutions which exploit technology to generate business value and competitive advantage
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| Functional Competencies | **Function:** | IT |
| **Creating and Innovating*** Produces new ideas, approaches or insights
* Creates innovative products or designs
* Produces a range of solutions to problems
* Seeks opportunities for organisational improvement
* Devises effective change initiatives

**Relating and Networking*** Establishes good relationships with customers and staff
* Builds wide and effective networks of contacts inside and outside the organisation  Relates well to people at all levels
* Manages conflict
* Uses humour appropriately to enhance relationships with others

**Leading and Supervising*** Provides others with a clear direction
* Sets appropriate standards of behaviour
* Delegates work appropriately and fairly
* Motivates and empowers others
* Provides staff with development opportunities and coaching
* Recruits staff of a high calibre

**Persuading and Influencing*** Makes a strong personal impression on others
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| * Gains clear agreement and commitment from others by persuading, convincing and negotiating
* Promotes ideas on behalf of self or others
* Makes effective use of political processes to influence and persuade others

**Delivering Results and Meeting Customer Expectations*** Focuses on customer needs and satisfaction
* Sets high standards for quality and quantity
* Monitors and maintains quality and productivity
* Works in a systematic, methodical and orderly way
* Consistently achieves project goals

**Adapting and Responding to Change*** Adapts to changing circumstances
* Accepts new ideas and change initiatives
* Adapts interpersonal style to suit different people or situations
* Shows respect and sensitivity towards cultural and religious differences
* Deals with ambiguity, making positive use of the opportunities it presents
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| Values |
|  **Be Proud Be Entrepreneurial**We are proud of our brands, our heritage, and our We foster a forward thinking and pioneering culture that commitment to superior quality in our products. recognises the need for innovative thinking and continuous improvement.**Be Responsible** We are accountable and are committed to **Think Long Term** performing to our full potential within our teams, We all care deeply about the long term prosperity of theand as individuals. business and understand that this long term perspective gives us a major competitive advantage.**Be Professional**We value integrity, transparency, professionalism **Be Sustainable** and constructive debate within a team working We wish to make a positive contribution to our communities culture. and to our environment. |
| Knowledge, Skills and Experience |
| **Essential*** Educated to degree level or equivalent
* Extensive experience managing the delivery, support and maintenance of business and technology solutions
* In-depth knowledge of multiple business applications and reporting services
* Skilled in building relationships and delivering for a multi-site or international environment
* Knowledge of Industry best practice methodologies including Software Development Lifecycles, Technical Infrastructure, and IT Service Management.
* Proven track record of implementing, enhancing and supporting core business applications that are key to business success

**Desirable*** Effective in commercial and 3rd party vendor management with major service contracts
* Knowledge and understanding of formal project management and continuous improvement/Lean practices
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| Personal Characteristics |
| * Ability to engage and influence senior stakeholders
* Strategic thinker who can manage the detail and drive towards implementation success
* Individually driven to deliver results, with the ability to drive solutions through to completion across any boundaries
* Able to motivate and drive cross functional teams of people towards a set goal
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| Created By: | Chris Rydings | HRBP: | Kirsty Morris |
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