

Domain Delivery Manager

Department:	Chief Operating Office
Division:	Modernisation and Digital
Reports to:	Head of Change Delivery
JE Reference:	COO1016
Grade:	12

Job purpose

The Domain Delivery Manager is responsible for the overall delivery of programmes and project by managing people, budgets and risks appropriately and delivering best value for the organisation. The Domain Delivery Manager is the key escalation point for programme and project risks and issues within the domain.

Job specific outcomes

- Responsible for the identification and delivery of priority activities to ensure the delivery of programme objectives, holding operational teams to account for the delivery of these objectives and associated benefits.
- Domain lead for quality and performance improvement, providing support to operational teams to drive sustainable change and as an expert in the use of delivery methodologies and continuous improvement tools and techniques.
- Responsible for leading Programme, Project, Change and Test Managers on developing and plans to support the delivery of programme objectives along with any other associated documents to ensure consistency in delivery and quality within in one or more Directorates or business areas.
- Oversee mapping programme level dependencies and actively managing key stakeholder relationships to proactively manage risk.
- Acts as programme manager or senior project manager on key transformation delivery initiatives within the domain and coordinates the domain delivery team to meet the transformation objectives of the domain
- Develop effective working relationships with key external and M&D stakeholders in order to deliver domain transformation objectives.
- Oversee the project leads in the delivery of projects, including the management of changing demands and pressures that may impact on project delivery, through detailed resource allocation and monitoring.
- Accountable for the management and adherence to the budget and corporate portfolio standards for the delivery of domain transformation objectives, overseeing the ongoing management of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.

Statutory responsibilities

Active engagement, participation, and compliance with other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly support someone who is standing for election or playing a public part in any political manner.

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience Holds a recognised programme, project or change management qualification (e.g., MSP, PRINCE2, PROSCI, Certified Scrum Master, etc.)</p>	<p>Evidence of a commitment to continuous professional development in the field of Change Delivery</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Expertise in agile/lean and traditional delivery methods including PRINCE2 and Scrum/Kanban. Knowledge of change management methods and approaches e.g. PROSCI, CMI-ACM or ACMP Standard. Team development and leadership and coaching know-how and commercial management</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to build successful multi-disciplinary delivery teams. Can maintain, influence and motivate a team. Takes a continuous pipeline planning</p>	

	<p>approach to forecasting, estimating, managing uncertainty and roadmapping. Ability to solve issues, unblock problems and meet delivery commitments.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Able to communicate effectively across organisational, technical and political boundaries, understanding the context. Able to advocate and communicate what a team does to create trust and authenticity. Can successfully react and respond to challenge.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p><i>Experience of delivery management in a similar organisation (successful delivery from initial design to completion)</i> <i>Practical experience and expert knowledge of using quality/process improvement methodologies.</i> <i>Experience of financial / quality turnaround programmes and activities.</i></p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>		

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.