

Role: Digital Delivery Analyst (IS)

Directorate: Information Systems

Salary Band: Band 8

Post reference: IS189

Job Evaluation Date: N/A

Role statement of purpose: Will provide project control services to the IS portfolio, to facilitate the delivery of projects to time, cost and quality, ensuring industry standard practices in the delivery of projects are adhered to; including planning, progress tracking, managing blockers, financial management, scope management, resource management, stakeholder management and governance. Will support the Delivery Manager with resolution of stakeholder and team conflict and ensure collaboration within teams and across departments through control procedures.

Reports to: Lead Delivery Manager (IS)

Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
<p>A Digital Delivery Analyst is responsible for monitoring the progress of a portfolio of projects. and managing all of the dependencies inherent in effective agile delivery. The role holder will receive support and guidance from more senior members of the Delivery community and practice where deliveries are more complex and/or business risks are higher for TfGM and its community services.</p>	
<p>1. Effective control of delivery plans</p>	<ul style="list-style-type: none"> • Put in place effective control measures to ensure a sustainable product delivery pace is maintained and is focussed on achieving tested and high quality outcomes for TfGM and its customers. • Monitor team progress against achieving defined outcomes and collaboratively adjust plans with the Delivery Manager where necessary. • Communicate delivery status effectively to the team, stakeholders and assurance bodies - adapting communication appropriately to the audience. • Support the formation and evolution of team membership to optimise successful delivery

		<ul style="list-style-type: none"> • Through management of control measures, ensure spending is tracked and forecasts are regularly and accurately produced by the Delivery Manager. • Support positive team dynamics and help to ensure a positive working environment is nurtured at all times. • Measure/co-ordinate resource demand profiles across the portfolio, effectively managing capacity to ensure delivery risks are minimised. • Agree quality goals and outcomes with Delivery Managers and ensure the team work against clear, measurable and testable requirements
2.	Coaching and collaboration that drives team performance	<ul style="list-style-type: none"> • Support the Delivery Manager in effective, collaborative and dynamic team planning activities. Help the Delivery Manager prioritise the work that needs to be performed against the capacity capabilities of the team. • Organise and lead regular project reviews, project meetings and workshops, managing actions to completion.
3.	Effective working relationships with Product Owners and stakeholders	<ul style="list-style-type: none"> • Work with the Delivery Manager to define the road map for products and services and work with the team to translate that into a prioritised work backlog • Work with the Delivery Managers in setting priorities for the team and draw contributions from team members to ensure there is a clear understanding of what is achievable • Monitor project progress throughout the Project lifecycle, supporting the Delivery Managers with expectations with team members and stakeholders and agreeing effective plans and outcomes. • Manages requirements lists, ensuring their continued relevance and conducting regular relevance assessments in conjunction with Product Owners. • Through establishing clear control measures across the portfolio, define closure within a project and oversee change and deviation within projects.
4.	Timely and effective management of risks and issues	<ul style="list-style-type: none"> • Identify and ensure prompt resolution of blockers for the team. Equally ensure risks are surfaced and mitigated. • Develop and manage project controls that allow scope, time, people, budgets, risks and issues to be effectively communicated and managed. • Provides reports for peers, stakeholders and leadership that provide meaningful context and allow constructive decision making • Collaborates with IS Systems to ensure operational risks are minimised during transition and manages risk registers for all deliverable components

5.	Effective management of external 3 rd parties and their contribution to delivery plans	<ul style="list-style-type: none"> • Monitors contract discussions and statements of work, ensuring they meet the controls/assurance associated with delivery and operational needs • Effectively support the management of 3rd party deliverables in relation to statements of work, managing associated purchase orders to ensure they remain aligned with contract terms. • Ensure external teams that have dependencies on the delivery of projects are properly engaged and aware of delivery dependencies. • Reports on project finances and resource costs, ensuring 3rd party costs are appropriately managed in relation to agreed commercial contracts, delivery goals and formal Statements of Work. • Ensure external assurance groups are appropriately engaged and that formal approvals are managed so that they do not represent significant risk to meeting outcomes and delivery goals.
6.	Continual improvement of the delivery practice, its tools and techniques	<ul style="list-style-type: none"> • Ensure the team has the right working environment and tools needed to organise and manage their work environment and deliver projects effectively. • Actively participate in the TfGM Delivery Manager professional community and practice to improve others' learning and standards and to develop shared capabilities and knowledge-sharing. • Coaches others in the effective use of agile techniques and ceremonies, supporting the team on agile practices including those relating to engineering, testing and user centred design. • Challenges and improves ways of working, identifying ways of using tools and data to support continuous improvement and increase productivity
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • PCI DSS standards, policies and procedures • Bus Operator contractual management • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management

		<ul style="list-style-type: none"> • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM’s behaviours and competencies • IS Operations policies and procedures • IS Security Policies and Procedures
C2	Any other reasonable duties as required	<p>The post holder is representative of IS and is expected to:</p> <ul style="list-style-type: none"> • Conduct themselves in a professional manner and with due courtesy at all times. • Be flexible within the workplace and adapt to meet the requirements of service

Key Interdependencies	
Key Contacts	<ul style="list-style-type: none"> • Delivery Managers/Business Analysts at all levels in IS • People within the IS Department • Partners and suppliers • Business Partners within Procurement and Finance • Practice Leads within IS Department • Heads of Practice within IS Department • Product Owners and “Heads of” across the business
Direct reports	None
Budgetary responsibility	None
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created					
By: Simon Mather (November 2018)	Sameera Chunara/ Sam Kinsey (16/08/2024)				

Person Specification

Digital Delivery Analyst (IS) <i>(Knowledge, skills and experience required at selection stage)</i>	
E Essential Experience	
E1	<p>PLANNING & TEAM DYNAMICS AND COLLABORATION. Able to:</p> <ul style="list-style-type: none"> • Is capable of creating a template plan with clearly identified and scheduled activities for Delivery Managers to use as a base for their schedules. • Is able to prioritise the most important or highest value tasks. • Support the Delivery Managers with complex internal and external dependencies and have an oversight of the practice's project dependencies • Is able to manage blockers or impediments and is able to plan for difficult situations. • Ensure team's plan appropriately for their own and for IS capacity. • Support delivery teams.
E2	<p>AGILE AND LEAN PRACTICES, EFFECTIVE COMMUNICATION AND MAKING THE PROCESS WORK. Able to:</p> <ul style="list-style-type: none"> • Identify and compare the best delivery methods to use. • Adaptable and reflective, is resilient and has the ability to see outside of the 'process.' • Able to measure/assess outcomes. • Facilitates technical and nontechnical discussions within a multidisciplinary team. • Manage differing perspectives. • Communicate a message in a format that to suit the audience. • Focuses on the outcome rather than the process
E3	<p>SOFTWARE ENGINEERING AND PRODUCT DESIGN:</p> <ul style="list-style-type: none"> • Has practical and/or hands-on software development experience. • Has an awareness of software engineering at task level including relevant solutions architecture, coding and quality assurance standards and techniques.
E4	<p>MAINTAINING DELIVERY MOMENTUM AND LIFECYCLE PERSPECTIVE. Able to:</p> <ul style="list-style-type: none"> • Actively review and request the Delivery Manager to address internal risks and issues and agree when to escalate. • Support the team cadence and tempo ensuring it is sustainable. • Track the portfolio dependencies, manage, escalate and communicate • Actively challenge removal or minimisation of risks, issues or dependencies. • Understand how risks, issues and dependencies impact the work. • Ensure the team is working towards the appropriate service standards.
E5	<p>COMMERCIAL AND FINANCIAL MANAGEMENT: Able to:</p> <ul style="list-style-type: none"> • Support the Delivery Manager with complex relationships with suppliers. • Support the identification of good value in contracts and how to measure and manage. • Understand the need to balance money vs. value. • Develop templates for reporting on financial delivery and monitor across the portfolio • Monitors the portfolio cost and budget targets and escalates issues.
E6	<p>TECHNICAL SERVICE MANAGEMENT AND WATERFALL PROJECT & PROGRAMME MANAGEMENT:</p>

	<ul style="list-style-type: none"> • Understands ITIL service management and able to integrate agile delivery with change, release and support processes. • Manage digital waterfall projects that were part of a large programme through the full lifecycle.
D	Desirable Experience
D1	Innovation: level 5
D2	Methods and Tools: Level 5
D3	Product Management: Level 4
D4	Financial Management: Level 5
EQ	Essential Qualifications – Technical, Vocational or Educational
EQ1	GCSEs or equivalent
DQ	Desirable Qualifications – Technical, Vocational or Educational
DQ1	A degree or equivalent industry experience
DQ2	Lean, Agile / Scrum certified
DQ3	ILM 4 or above
DQ4	Prince2 certified
EA	Essential Attributes
EA1	Self-disciplined, structured & organised, with the ability to adapt to change and work flexibly
EA2	Ability to monitor compliance and to give constructive feedback
EA3	Self-motivated and able to work effectively under own autonomy or as part of a team
EA4	An approach of ‘no surprises please’ – keeping your manager and others informed of the potential for significant change to the work plan – unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors.
EA5	Skilled in working across cultures and diverse groups, taking a collaborative and facilitative approach
EA6	Commitment to, and alignment, with TfGM values
EA7	Ability to Influence others and gain their commitment and enthusiasm.
EA8	Methodical approach to implementing processes, procedures and practices.
EA9	Ability to actively seek, identify and implement opportunities for continuous improvement.
EA10	Ability to communicate clearly and concisely and know when it is appropriate to be assertive.
EA11	Flexible in approach to support the objectives of the wider team.
EA12	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies.