

It starts with community

The National Lottery Fund
Role Profile



Delivery Manager

Directorate:	Funding, Strategy, Communication & Impact
Department:	Service Design
Role/Competency level:	Level 3
Reports to:	Funding Product Owner (GMS)



Role Profile: Delivery Manager

Role purpose

The Fund is committed to growing user-centred design skills and best practice across the organisation, as well as embedding these approaches, tools, and techniques into our everyday work, especially in terms of our funding.

As a Delivery Manager, your role is to support one or more skilled multidisciplinary teams to deliver value. Within the Fund context, this typically means accessible user-centred services supporting our grant-holders and the communities they serve. Alternatively, you may work on internally facing Fund services.

Your role encompasses three main areas of responsibility:

Agile and lean practices - coaching your team(s) to maintain a delivery and learning focus, using appropriate techniques to help them benefit from being agile

Team health and happiness - encouraging and motivating your team(s), enabling them to focus on their core work. Building trust and managing team dynamics

Delivery support - this covers range of tasks: reporting progress; helping product managers develop roadmaps and backlogs; building stakeholder relationships; removing obstacles for your team(s)

While you are an expert in agile delivery and team dynamics, you're also required to have a thorough understanding of the principles of product and service design, software development, user research, user experience and accessibility.

You may be asked to assume line management responsibility for other colleagues.



Role Profile: Delivery Manager

Key responsibilities

- Support the delivery of accessible user-centred services
- Report delivery progress
- Support product managers to develop roadmaps and backlogs
- Build stakeholder relationships
- Agile team coaching
- Encourage and motivate a skilled multidisciplinary team



Role Profile: Delivery Manager

Knowledge, skills and experience

- Solid foundation in agile delivery; experience using different approaches & delivery methods, choosing appropriate methods to fit the situation
- Understanding of user-centred design & service design principles
- Experience in facilitating team planning, retrospectives, stand-ups, stakeholder workshops
- Work with Product Managers/Owners to define a product/programme roadmap & translate into user stories
- Executing a standardised delivery approach & providing management basics to support a clear path to delivery against strategic roadmap objectives
- Track record in stakeholder management. Can facilitate difficult discussions with the team or diverse stakeholders
- Ability to act as a bridge between technical & non-technical colleagues & experience guiding teams through change & implementation of a new process
- Ability to maintain delivery momentum, managing a sustainable pace & tempo.
- Ability to actively address risks, issues & dependencies (including outside ownership) and diplomatically challenge unnecessarily complicated organisational processes
- Continuous approach to planning, forecasting, estimating, managing uncertainty, metrics & measurements, road mapping & contingency planning. Can communicate plan, planning assumptions & progress to range of stakeholders.
- Experience using data to inform planning & prioritisation; helping Product Managers identify & implement useful performance measures to assess the efficacy of different solutions
- Ability to remove blockers or impediments affecting delivery. Proactive approach to recognising & dealing with issues
- Strategic thinking, maintain overall perspective on bigger picture, Focus on outcomes, not solutions & activities
- Can bring people together to form a motivated team and create the right environment for a team to work in
- Strong communication skills, working across team/organisational boundaries at all levels
- Desirable: Commercial management. point of contact for contracted suppliers, knowledge public sector/Fund procurement rules & frameworks.
- Desirable: Financial management, balancing cost vs value, monitoring cost, budget & escalate issues.
- Desirable: Participation in (cross-industry) agile delivery communities
- Desirable: Certified Scrum Master (CSM), Professional Scrum Master (PSM) training is useful, although practical experience is more important.
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.



Role Profile: Delivery Manager

Role competencies: Level 3

- Strategic direction**
 Understands and communicates how own work and work of the team, supports wider objectives and meets the diverse needs of stakeholders. Aligns own actions with directorate and organisational goals.
- Leading our culture**
 Recognises and values individual contributions and puts in place support for well-being of individuals within the team, including consideration of own needs.
- Working together**
 Designs team processes to remove silos and nurture a culture of mutual support, driving higher performance across interconnected teams. Adjusts personal work styles and practices accordingly.
- Delivering quality results**
 Clearly communicates desired results and ensures individuals are supported and feel motivated to achieve what is expected.
- Diligence and control**
 Manages teams and own duties in line with set expectations and policy and/or regulatory considerations. Ensures corrective action is taken where necessary.
- Developing self and other**
 Takes time for own personal and professional development as well as supporting development needs of team members. Ensures self and team members have a Personal Development Plan to help achieve goals.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.