Delivering for Excellence

Delivery Manager, Grade 5

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role.

Stewardship

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:

- The management and support of critical IT services, ensuring continuous improvement and change is embedded in ongoing delivery

- Actively participating in budgeting, prioritisation, planning (including business continuity), working collaboratively across BIT and other offices to ensure the successful delivery of organisational goals

- Ensuring that there are well understood standards process and procedures in place to support IT delivery and ongoing stability and security

And in delivering these you will have:

- A continuous improvement mindset with an up-to-date knowledge and understanding of the software development lifecycle and agile development methodologies

- A forward-looking outlook with experience of working with others to enable realistic planning and budgeting delivering best value

- A commitment to championing the development and continuous improvement and quality of IT standards and processes which are essential to maintain and develop the Parliament's technology estate

Excellence

Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Leading technical teams with a requirement to ensure that the technologies and methodologies we use remain current and supported

- Anticipating and responding to changing circumstances adapting and prioritising and removing blockers to support delivery

- Ensuring that incidents, issues, or challenges are resolved in a timely manner to mitigate loss of service

And in delivering these you will have:

- A growth mindset with experience of leading and managing multi-disciplinary teams to look beyond the Parliament's boundaries, anticipating future trends in Digital development

- An excellent understanding of the Parliament's IT environment and overall architecture with the ability to adapt quickly to changing circumstances, making decisions which will positively impact services

- The ability to bring the team together to respond to critical events seeking their contributions to analyse problems and develop innovative and workable solutions

Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Ensuring that services are developed with a user-centric approach and all stakeholders, end users and their business needs are identified throughout all work undertaken by the service teams

- Working collaboratively with colleagues and managers across Digital Services to embed change and support the overall delivery of IT services

- Building a cohesive agile team recognising individual strengths and team potential

And in delivering these you will have:

- A user centred approach and ability to inspire others to consider the needs of end-users when designing and developing products and services

- The ability to build strong professional relationships, respectfully challenging and influencing colleagues, working collaboratively with colleagues to achieve results.

- The ability to bring people together, further developing a culture where colleagues are empowered to deliver, recognising, and dealing with issues

Inclusiveness

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Taking an active role as a senior manager and leader working with a coaching approach to motivate your team to deliver effective and efficient services in line with our strategic priorities

- Supporting and influencing the development of business cases and procurement exercises ensuring there is an understanding of the complexity of IT delivery and resourcing

- Networking and building relationships across the Scottish Public Sector and other legislatures to share best practice, ideas, and innovation to improve our digital services

And in delivering these you will have:

- A coaching approach with the ability to motivate and communicate ideas with enthusiasm about the future direction of the service teams, the Applications team, Digital Services and Parliamentary services in an engaging way

- Excellent engagement and communication skills to influence, lead, and support colleagues to ensure that all aspects of software development are considered in business cases and procurement exercises

- An inclusive approach and the ability to develop and enhance strong external relationships, working with a diverse range of stakeholders to inform the continuous improvement of our products and services