

Role Profile

Role Details

Role Title	Delivery Manager
Pay band	Level 4, Civil Service equivalent grade SEO
Business unit	Retail
Reporting to	Senior Delivery Manager
Date produced or updated	January 2021

Purpose of Role

To act as Business Manager/Product Owner on allocated projects including delivering new capability, channel shift, paper reduction and customer experience improvements. To take from idea generation and business case, through delivery, and to own and manage benefits realisation for any delivered projects.

To actively monitor and report on NS&I's customer satisfaction and conduct, identifying and progressing opportunities for improvement.

To contribute and help shape the development of the NS&I experience in line with customer experience principles, target customer offer and business strategy.

Key responsibilities

Delivery and Monitoring

- Own business decisions and outcomes for assigned projects and initiatives
- Accountable for taking projects through relevant stages from change initiation to delivery and realisation using waterfall and/or agile methodology
- Provide updates to senior management team on project risks and mitigations that may impact the customer experience/service or delivery timescales
- Influencing decisions on project delivery by representing projects and team at relevant committees and decision-making forums
- Unblocking problems to ensure pace/momentum of projects is maintained
- Challenging and ensuring solutions add value to customer service/experience, and adhere to CX principles
- Influencing senior stakeholders for key decisions as project champion
- Responsible for developing and delivering business cases for NS&I funded projects
- Responsible for compiling business requirements for relevant projects to ensure business and customer outcomes
- Owning and managing benefits and their realisation for owned projects
- Using insight (internal, external and customer) to inform team backlog, project definition, solution design and benefits realisation
- Building strong relationships with project teams, and with key stakeholders and colleagues within NS&I, partners and third party suppliers
- Assuring that processes are digital first and not introducing paper based channel deflections
- Monitoring customer experience, including key risk areas, to improve customer experience and ensure delivery of a quality service.

Ways of working

- Championing customer-centric and agile ways of working across the business
- Innovating and improving processes where necessary to ensure team is able to deliver
- Introducing new thinking and digital solutions to customer problems

Relationships

Internal	External
<ul style="list-style-type: none"> • Retail Directorate – Brand, Product, Marketing and Research teams • Operational Assurance • Compliance and Risk • Security • Media Relations • Market Intelligence and Research • Retail and Pricing Committee • Executive Committee 	<ul style="list-style-type: none"> • Atos • Third party agencies and suppliers • External accreditors • HMT

Person specification

Essential experience

- Experience of project delivery as a Business Manager or Product Owner – including completion of business cases
- Knowledge of agile and waterfall working practices
- A proven track record of delivering change
- Confident decision-maker, able to challenge and make customer orientated decisions
- Demonstrable experience of working collaboratively with internal and external colleagues

Essential skills

- Strong influencing skills and experience of managing multiple stakeholders with competing drivers
- Excellent communication skills with an ability to articulate analysis and ideas through clear and coherent verbal/written presentations
- Passionate about the customer, anticipating and identifying customer needs and responding appropriately to improve their experience within a changing environment
- Demonstrable experience of solving problems and improving processes
- A proven self-starter, with experience of successful outcomes in their work

Desirable experience, skills and qualifications

- Experience working in consumer-focused financial or ecommerce organisation and/or in a regulated environment
- Good knowledge of digital tools

Civil Service Success Profiles behaviours – Level 3

We'll assess you against the behaviours in the Civil Service Success Profiles framework. In this role, the following behaviours are key to success:

- Making effective decisions
- Managing a quality service
- Working together
- Delivering at pace