Job description

Role Information

|  |  |  |  |
| --- | --- | --- | --- |
| **Role Title:** | Delivery Manager | | |
| **Business Unit/Function:** | Technology, Data & Labs |  | Insurance Technology |
| **Pay Band:** | Fixed Salary 5 | **Location** | Sydney |
| **Leader Profile:** | Firstline Leader | | |
| **Role Reports to** (role title)**:** | Platform Manager | | |
| **Direct Reports (role titles):** | Team Members | | |

Firstline Leader Accountabilities

|  |
| --- |
| **To be achieved by all Firstline Leaders** |
| * Articulates clear links between the team’s goals and strategy to provide meaning and purpose to tasks. * Focuses the team on understanding the unique and rapid changing needs of customers and makes customer experience a team priority, to improve advocacy, increase market share and customer retention. * Sets clear objectives and targets for the team linked to the strategy and tackles underperformance until it is resolved. * Attract, coach, develop and manage diverse, flexible and distributed teams in an inclusive way, while showing genuine care in managing an environment of safety and wellbeing. * Keeps things simple while driving innovation to achieve differentiation, continuous improvement and supporting teams to adapt quickly and readily to change. * Considers and applies ‘smart’ risk management practices in all activities. * Role model the Suncorp Values, Code of Conduct and Leader |

|  |  |  |  |
| --- | --- | --- | --- |
| **Prepared by:**  *(Name & position)* | Gyanne Hodges  HR Business Partner | **Date:** | 1/02/2016 |
| **Approved by:**  *(Name & position)* | Sandy O’Neill  EM Technology | **Date:** | 4/05/2016 |

Role Specification

|  |
| --- |
| **Objective of the Role** |
| TDL is an Agile team that simplifies, differentiates, innovates and delivers for Suncorp. We design unique and innovative banking and insurance product solutions and technology platforms that deliver value for our customers.  The Delivery Manager is responsible for leading end-to-end global teams to deliver technology-enabled products, initiatives and/or services. Employing a coaching and mentoring approach, Delivery Managers empower teams to take accountability for their delivery, risks and issues utilising lean and agile methods. Creating the environment for teams to be highly engaged and enabled, Delivery Managers focus on enhancing team performance and removing blockers. |
| **Key Accountabilities** |
| * Ensure that the delivery team purpose and objectives are clear and linked to the broader Group vision, strategy and customer roadmap * Translate business objectives into streams of work, aligning technology and business strategy * Work closely with Iteration Managers, Project Managers and other leaders to deliver initiatives and products utilising lean and agile project management methods * Coach and empower delivery teams to take accountability for delivery, risk and issue management and assisting by removing blockers * Application and/or Platform ownership including facilitation of critical incident management and technical roadmaps * Empower and support product owners and delivery teams to invest in application health, balancing application and platform ownership responsibilities with project delivery * Provide coaching, mentoring and professional development opportunities (i.e cross-skilling and role exposure) for team members in line with career development plans * Enable and support Strategic Delivery Partners to optimise and deliver valued outcomes from partnered resources * Develop a team environment that supports team engagement and high performance in a diverse, distributed and partnered team * Proactively manages and addresses performance issues in delivery team members * Builds strong relationships with internal customers, stakeholders and integration teams to ensure delivery is smooth and customer centric * Provide technical advice and direction to teams and customers with a view to inform business strategy, and deliver technical solutions, that drives innovation and business outcomes in an Agile way of working * Provide advice and thought leadership to ensure successful design and implementation of technology strategies that align with divisional corporate goals and strategies * Manage team operations, including portfolio planning, resource, financial and risk management * *Collaboration with peers to identify and leverage synergies, efficiencies and consistency.* * *Drive a culture of continuous improvement, including optimisation of technology, services and processes* |
| **Key Stakeholder Relationships** |
| * Build and maintain constructive working relationships and engagement with Team Members, Stakeholders, and Leaders across the Group, Strategic Delivery Partners and Vendors |

Person Specification

|  |
| --- |
| **Key job requirements** |
| **Qualifications** (indicate whether mandatory or desired)   * Tertiary Qualification in Information Technology and/or Business or equivalent industry experience Desired   **Experience** (minimum type and level of experience required to perform the role)   * At least 5 years appropriate industry experience * Previous experience of IT operations and application of ownership * Previous experience in leading a team in a distributed model * Excellent knowledge/experience in the application of Agile and Lean approaches |
| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Excellent adaptive team leadership capabilities including the ability to foster productive team dynamics, engage and enable teams and coach for performance * Strong communication and interpersonal skills, including negotiation and influencing skills * Ability to lead dispersed and diverse agile technology teams to deliver continuous value for customers * Demonstrated learning agility and ability to rapidly adjust to new contexts, technologies and trends * Able to create effective team environments for people to innovate and learn * Proven ability to consult and facilitate discussions regarding alternative approaches and to broker consensus across broad stakeholder groups * Strong stakeholder management, planning, organisation, decision making and time management skills * Ability to prioritise, multi-task and effectively delegate * Experience in program management or project management, with the ability to manage several projects concurrently * High level of flexibility with a strong ability to lead others successfully through cultural, process, system and transformational change * Ability to contribute to and understand strategic perspectives and translate into tactical actions * Working knowledge of information technology and technology industry trends and issues * Sound knowledge of how information and technology contributes to business performance * Strong knowledge of the technology and assets that your team is responsible for * Working knowledge of the operations of a financial institution |