Role Information

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| **Role Title:** | Delivery Manager | | |
| **Business Unit/Function:** | Technology, Data & Labs |  |  |
| **Pay Band:** | Fixed Salary 5 | **Location** | Brisbane |
| **Leader Profile:** | Delivery Manager | | |
| **Role Reports to** (role title)**:** | Platform Manager | | |
| **Direct Reports (role titles):** | 30 | | |

Delivery Manager Accountabilities

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| **To be achieved by all Team Members** |
| * Understand the group’s vision and goals and how to positively contribute to them. * 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. * Articulates clear links between the team’s goals and strategy to provide meaning and purpose to tasks. * 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. * Considers and applies ‘smart’ risk management practices in all activities. * Role model the Suncorp Our Compass Behaviours and Code of Conduct. * Lead the team to create specific outcomes, set direction and drive priorities with a sense of purpose in an ever change environment. * Collaborate within the team and build strong relationships with other teams to provide seamless services. * Actively engage with customers to understand their business and needs and ensure that the interest of the customer is at the heart of all decisions. * Understands what is expected and takes accountability for problem resolution and delivery. * Set the high-water mark as the standard for colleagues and peers to follow. * Ensure that delivery is executed in a timely manner in alignment with customer expectations. * Builds strong relationships and work effectively in a diverse and flexible environment. * Take ownership for learning and development and acts to enhance own and others’ safety and wellbeing. * Keeps things simple while driving innovation, removing blockages and anticipating and adapting to changing market and business challenges. * Manages the quality of own data input and proactively helps identify risks and issues. * Liaise with projects and initiatives to ensure that commitments are upheld to the highest standard. * Work with partners and vendors that geographically dispersed on common goals and objectives. * Empower the team to embrace the challenges they face and deliver creative solutions. |

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| **Prepared by:**  *(Name & position)* | Platform Manager Cloud Technology | **Date:** | 10/07/2017 |
| **Approved by:**  *(Name & position)* | Enter name  Enter position title | **Date:** | Enter date |

Role Specification

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| **Objective of the Role** |
| Technology Data Labs (TDL) is a department that operates as 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 Wintel and DBA Delivery Manager is responsible for leading end-to-end global teams to deliver technology-enabled products, initiatives and/or services specifically related to the database and Wintel, (Windows Server on Intel technology) fleet. 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 teams 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. * Responsible for the outcomes of Partners and Vendors. * Accountable for the 24-hour Operational Management and Support of the Wintel and Database fleet. |

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| **Key Stakeholder Relationships** |
| **Internal Relationships**   * All Cloud Technology teams and stakeholders   **External Relationships**   * Work closely with external world-class leading vendors, to ensure their understanding of customer requirements and expectations of delivery. |

Person Specification

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| **Key job requirements** |
| * At least five (5) years appropriate industry experience (mandatory) * Previous experience of IT operations and application ownership in a large organisation (desirable) * Previous experience leading a team in a distributed model * Excellent knowledge/experience in the application of Agile and lean approaches * Proven capability in contributing to the strategic direction of a department * Experience in leading teams through periods of change |
| **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 |

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| **Organisation Chart** |
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**older Relationships Key Stakeholder Relationships**