UNIVERSITY OF WARWICK

Job Description

Job Title	Delivery Manager
Department	Portfolio Delivery -- Information and Digital Group
Grade	7

Job purpose (a brief summary of the role)	Warwick's Information and Digital Group (IDG) is embarking on a major transformation of our managed desktop environment. With Windows 10 support ending in October 2025, we're transitioning to a modern, cloud-first infrastructure built around **Windows 11**, **Microsoft Intune**, and **Zero Trust principles** — and we're looking for talented individuals to help lead the way. 🌐 **What You'll Be Working On** • Supporting the rollout of **Windows 11** across the University, and also the in place deployment, ensuring secure, scalable, and future-proof desktop services. • Implementing **Microsoft Autopilot** and **Intune** for remote provisioning, patching, and compliance. • Enhancing security through **Endpoint Privilege Management (EPM)** — reducing misuse of admin rights and enforcing least privilege access. • Introducing **Entra Private Access**, eliminating VPN dependency and enabling secure, identity-based remote work. 💡 **Why Join Us?** • Be part of a forward-thinking team driving digital innovation in higher education. • Work on cutting-edge technologies that directly impact thousands of staff and students. • Collaborate in a supportive, inclusive environment that values creativity and continuous improvement. • Enjoy excellent benefits, flexible working, and the opportunity to grow your career at a world-class institution.
Duties and responsibilities	**Project Delivery & Product Release Management** Lead the planning, scheduling, implementation and tracking of single high level complexity project to ensure timely delivery of project and product milestones. This includes: • Managing/leading Scrum activities and holding agile ceremonies. • Monitor and manage release/project delivery success, facilitating retrospectives, and interpreting outcomes to identify and implement continuous improvement opportunities. • Evaluate projects, and releases to ensure relevancy, benefits realisation, and compliance. • Identifying and actively managing risks, issues, and blockers across the project/product **Resource and Finance Allocation** Management of project/product budgets, ensuring accurate forecasting & financial compliance. Collaborate with Product Manager, Procurement & Product teams on product/portfolio/project spend, ensuring effective cost control. Identify resource requirements and manage resources

	effectively to ensure teams have the necessary skills, tools, and capacity to deliver on commitments. **Governance and Risk** Drive project/product governance processes, including prioritisation, and resource allocation, while balancing risk and benefit. Define and track key performance indicators (KPIs) and metrics for projects and products, providing regular updates and reports to senior delivery managers and stakeholders, as appropriate. Identify, assess, and manage risks and issues that may impact project and/or product delivery, implementing mitigation and contingency plans as needed. **Leadership** Matrix manage/lead cross-functional teams to deliver high-quality project and product outcomes on time and within scope. Champion the adoption of best practices, process improvements, and lessons learned within product/projects, promoting a culture of continuous learning and development. **Stakeholder Engagement** Facilitate communication and collaboration between project and product stakeholders to manage interdependencies and mitigate risks across designated projects and products. Foster strong relationships with internal and external stakeholders, including executives, business unit leaders, customers, and partners. Serve as a point of contact for project/product-related communication, ensuring transparency and alignment with stakeholder expectations.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Extensive experience in project or programme management setting, ideally in higher education.	A,C & D
E2	Considerable experience of managing multi-disciplinary teams.	A,C & D
E3	A customer and business focused approach to delivering against key goals with a good track record in meeting challenging deadlines with accuracy and enthusiasm.	A & C
E4	Experience in managing budgets, financial forecasts, and resource allocation at the portfolio level.	A & C
E5	Track record of injecting a sense of urgency, maintaining momentum and getting people to take ownership to deliver projects to time/quality/budget.	A & C

E6	Proven record of operating at a senior level within a complex and demanding environment. The ability to build relationships and credibility with senior colleagues.	C & D
E7	Proven ability to think critically, providing clear analysis and diagnosis and able to convincingly describe and present a range of viable options quickly and within context.	A & C
E8	Proven ability to manage a project where requirement and objectives can be ambiguous or can change mid project.	A & C
E9	Experience coaching/mentoring/line-managing individuals and cross-functional teams.	A & C
E10	Excellent leadership, negotiation, and conflict resolution skills, with the ability to influence and collaborate effectively with diverse stakeholders.	A,C & D
E11	Experience and good understanding at a technical and tooling level of a large-scale Windows deployment, including Intune, Autopilot, Endpoint Management associated best practices'	A,C & D
E12	Degree or equivalent experience.	A
E13	Knowledge of applying and adapting the variety of project and programme methodologies to suit a business or contextual need.	A,C & D

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Experienced In Windows OS rollouts.	A & C