UNIVERSITY OF WARWICK

Job Description

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

Job purpose (a brief summary of the role)	Are you an experienced Delivery Manager looking for a new and exciting opportunity? Look no further! We are seeking a Delivery Manager to lead strategic Identity and Access Management (IDAM) implementation, supporting secure and seamless access to systems and data across our academic, student and administrative communities Working within the Portfolio Delivery team you would utilise your knowledge of Agile methodologies (Scrum/Kanban) to facilitate successful execution of project goals/objectives. Ensure successful execution, meet defined objectives, and enhance operational efficiency. As a Delivery Manager, you will play a crucial role in stakeholder engagement, liaising with Senior business, faculty and IT stakeholders across the University to ensure timely and effective delivery of the programme. You will also manage relationships with third-party suppliers, ensuring alignment with the University's processes and monitoring SLAs, escalation procedures, and configuration management issues. This is a unique opportunity to make a real impact on how Warwick meets the needs of students and staff as we deliver the University's digital and growth strategies. So, if you're ready to take your career to the next level, apply now and join our team!
Duties and responsibilities	**Project Delivery & Product Release Management** Lead the planning, scheduling, implementation and tracking of project activities to ensure timely delivery of project and product milestones. This includes managing/leading Scrum activities and holding agile ceremonies. Monitor and manage 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 budgets, ensuring accurate forecasting & financial compliance. Collaborate with Product Manager, Procurement & Product teams and external contractors on 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 governance processes, including project selection, prioritisation, and resource allocation, while balancing risk and benefit. Define and track key performance indicators (KPIs) and metrics for projects, providing regular updates and reports to senior delivery managers and stakeholders, as appropriate. Identify, assess, and manage risks and issues that may impact project delivery, implementing mitigation and contingency plans as needed. **Leadership** Oversee and guide Junior Delivery Managers in the execution of their projects and product delivery, ensuring consistent adherence to project management methodologies, timelines, and deliverables. 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	Understanding of identity lifecycle (provisioning, authentication, access control, de-provisioning).	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	Strategic thinking and analytical abilities, with a focus on aligning project outcomes with organisational goal.	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	Familiarity with IAM technologies (e.g. Azure AD, DAP, SSO, MFA).	A & C
D2	Awareness of data privacy, security, and compliance (GDPR, ISO 27001).	A & C