



## **JOB DESCRIPTION**

### **LEAD DELIVERY MANAGER**

Location: London  
Reports to: Chief Technology Officer  
Grade: 5

#### **What we do**

We support pharmacists in their education and development, promote pharmacy in the media and government, and lead the way in medicines information across Great Britain and around the world. Our **mission** is to put pharmacy at the forefront of healthcare. Our **vision** is to become the world leader in the safe and effective use of medicines.

#### **Our values**

At the core of our culture, our Values Focus, Agility, Quality, Collaboration and Respect describe the way we work to achieve our organisational goals. We believe people don't need to be fixed to their desk to achieve great things, so we offer flexibility to our people in how they do their work wherever possible, to bring out the best in everyone and provide an inclusive working environment.

#### **Leadership in pharmacy**

We define best practice for pharmacy professionals and help them achieve this through professional development, career support and training. We are here to support professionals with the challenges of pharmacy practice, and advocate for the role of pharmacy by setting professional and ethical standards, producing policy papers and responding to consultations with government and industry.

#### **Publishing**

Pharmaceutical Press (PhP), is the Royal Pharmaceutical Society's knowledge business and a world leaders in evidence-based pharmaceutical publications and guidance. Our unique position allows us to draw on the Society's knowledge, research and influence to guide and inform the direction of our publishing programme, which started in 1841. Pharmacists and other healthcare professionals trust us to provide expert analysis, educational support, webinars and news that informs, supports and enhances their practice. We independently source, evaluate, and communicate and make practical medicines knowledge accessible worldwide.

#### **Central Services**

We support the organisation to achieve its goals by providing people, technology, facilities and financial services.

#### **Our governance and leadership**

Our Assembly provides overall governance and strategic direction for RPS. Our three National Pharmacy Boards provide advocacy, support and strategic leadership for pharmacy practice and developments within England, Scotland and Wales. The Pharmaceutical Press (PhP) Board advises the Assembly on the direction and approach of Publishing, while our Executive Team look after every aspect of our operations.



## JOB PURPOSE

PhP is currently undergoing a large-scale change programme of its digital infrastructure, enhancing systems and products and enabling the development of new products. This is an exciting time for the organisation and we're looking for someone who is engaged and wants to help deliver market leading, innovative solutions to the healthcare market, whilst supporting organisational change.

The Lead Delivery Manager is a key member of the Technology Directorate management team and is responsible for the delivery of the PhP technology programme covering product development, technology change, and support activities to enhance the digital product portfolio. The programme consists of a number of concurrent high visibility work streams in a fast-paced and changing environment.

The role involves translating the business objectives into a programme plan and supporting programme governance by reporting with integrity to key stakeholders on progress, risks and constraints. Key to this is the management of resources, working closely with a variety of in-house teams as well as identifying and managing suitable third-party partners for the outsourcing of appropriate development projects.

The Lead Delivery Manager manages and works closely with the Scrum Master to support the adoption of Agile principles and to encourage team autonomy across the organisation. As part of the Technology Directorate management team, the Lead Delivery Manager works closely with Delivery Managers, the Lead Architect, and the Software Development Manager to ensure timely delivery of quality outputs and adoption of robust Agile practices. As a key interface with the publishing business, the Lead Delivery Manager has close working relationships with the Publishing Executive team.

## MAIN ACCOUNTABILITIES

- 1) Work closely with senior stakeholders, cross-functional project teams, and assigned project owners to define the development scope, translating this into deliverables, a work plan and timelines for delivery of the programme. Lead by example to encourage a repeatable and sustainable pace of delivery with excellent levels of quality.
- 2) Own and manage programme documentation, consistently conveying progress and value delivered across a variety of audiences.
- 3) Oversee appropriate resourcing, identifying key requirements needed from cross-functional teams and external vendors; sourcing and managing appropriate vendor partners ensuring a good return on the investment in external resource.
- 4) Provide governance and reporting to senior stakeholders to support decision making and programme steer. Manage senior stakeholder expectations relating to deliverables and facilitate their engagement and contribution at vital points within the delivery process.
- 5) Flag and monitor risks, as well as helping define solutions through analysis and evaluation, reporting them to management and stakeholders. Produce program reports for management and stakeholders. ISO reporting and incident management.
- 6) Provide line management and coaching for the Scrum Master. Drive a focus on iterative and expected delivery of value by advocating common Agile principles within the Technology team and across the programme team. Assist in Agile team development whilst holding teams accountable for their commitments.



- 7) Work in collaboration with the Technology Directorate senior management and publishing Product Director to evolve and reinforce a well-defined Agile development process. Champion ongoing process improvements within development teams, embedding best practice for an Agile development workflow as well as promoting good communication, planning and collaboration. Promote continual inspection for improvement.

**This list is a summary of the main accountabilities of this role and is not exhaustive. The role holder may be required to undertake other reasonable duties from time to time.**

## **SUCCESS MEASURES**

- Positive and productive relationship with internal teams, stakeholders and 3<sup>rd</sup> party partners
- Have a clear grasp of the business needs with an ability to establish and maintain a high level of trust and confidence across the organisation.
- Measurable improvements to the quality and timeliness of delivering technology projects
- Quality standards, KPIs and service levels are met
- Demonstratable commitment to continuous improvement
- Clear communication and reporting of risk, change and impact to senior stakeholders.
- Agile working embedded, approach consistent and understood across all teams
- Plans, project status and issues clear and visible
- Collaborative planning process with clear prioritisation and understanding of delivery capability

## **KNOWLEDGE & SKILLS FOR THIS JOB**

- Practical experience in project management, preferably gained through managing large and complex technology initiatives
- Proven experience using Agile principles for the delivery of technology programmes
- Proven experience of balancing multiple priorities and dealing with ambiguity in a highly complex, diverse and changing environment
- Good knowledge of resource allocation procedures
- Excellent people skills and demonstrable emotional intelligence
- Excellent communication skills, both written and verbal, with the ability to clearly and concisely document plans and deliverables
- Demonstrable focus on details including metrics, KPIs and process
- Experience in contracting and managing on-going service agreements with 3<sup>rd</sup> party suppliers
- Ability to work positively with a wide range of individuals
- Strong leadership and management skills
- Pragmatic, innovative problem solver

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