

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Change Delivery Manager

Digital, Technology & Innovation, Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

To lead, manage and improve the delivery of all technical programmes and projects within the DDAT portfolio, delivering to our council and customers. Identify and implement innovative delivery methods, with a focus on people, process, data and tools – creating high performing digital teams that deliver value-for money, and continuously improve the delivery lifecycle.

Accountable to:

This role is accountable to the Head of IT Strategy & Architecture. The role sits within Digital, Technology & Innovation, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. To establish, manage and improve technical delivery processes for projects and handover to business as usual, making sure these are adopted and carried out to a high standard.
2. Oversee the successful delivery of technical projects and products to time, cost, scope and quality, driving the use of an appropriate delivery method/framework, and monitoring key data to drive continuous improvement.
3. Recruit and manage a team of delivery specialists who will lead technical delivery teams across the council and our partner organisations.
4. Identify and coach change across the service, supporting delivery specialists to embed robust frameworks, approaches, and create a culture of high performance throughout the delivery lifecycle.
5. Plan, estimate and manage the allocation of people's time to prioritised projects and products, adjusting as required to ensure key objectives are met, whilst managing competing corporate demands.
6. Support partner organisations at director level, overseeing the delivery of their strategic vision, and be the point of escalation to resolve problems on projects and support.
7. Work closely with the senior DDAT stakeholders and other key technical and business stakeholders, to make sure there is good communication, visibility and understanding in delivery across DDAT.
8. Lead and monitor delivery activities ensuring adherence to methodology, quality standards and architectural principles
9. Prepare internal and external reporting that provides meaningful management information and drives informed decision-making
10. Identify, track and actively manage risks, ensuring value is protected and delays are minimised
11. A key member of the DDAT leadership team – you should help to lead on service strategy, operational practice and major initiatives - being a critical friend and making certain key decisions for the service.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Note: Where digital skills are an important part of the role, candidates may be asked to complete a separate task or assessment to demonstrate their ability to use Microsoft 365 and other relevant systems

Skills and abilities:	Essential / Desirable	Measured by
Ability to adapt processes and operating model to grow and deliver at scale.	Essential	A, T, I, P, D
Excellent communication, interpersonal and presentation skills: able to inspire, motivate and build trust with a technical and non-technical audience, and within multidisciplinary teams.	Essential	
Ability to ease tension between people, to get to a shared goal.	Desirable	A/T/I
Highly developed influencing skills, able to engage and persuade stakeholders at all levels.	Essential	
Ability to maintain objectivity and sound judgement under complex and challenging circumstances.	Essential	
Excellent political and situational awareness when problem solving and under pressure.	Essential	
Strong background in delivering IT technical projects.	Essential	
Strong background in service design, with awareness of human centred design and design thinking	Desirable	
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	
A data-led approach to problem-solving and service improvements	Essential	

Knowledge:	Essential / Desirable	Measured by
Demonstrable track record of delivering complex technical, data & systems projects including significant hands-on experience of adopting the appropriate delivery framework for the project	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Experience of managing and leading a multidisciplinary team team of project leads, BAs, engineers and SMEs.	Essential	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Appropriate qualification (e.g. Agile, Lean, Prince2 certification) or equivalent professional experience	Essential	
Bachelors' degree or equivalent	Desirable	

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family and salary band:	Professional Support Band 11	Worker type:	Flexible
People management responsibility:	Yes	Budget responsibility:	

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a flexible worker type.

Our organisational values and behaviours:

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

WNC values colleagues as individuals and encompasses our different perspectives to deliver our collective ambitions. One West inclusive culture.

Should you require this document in another format or language, please contact:
Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

