

Delivery Manager – Platforms and Security

Job Level	4	Kornferry Function	
Directorate	Technology	Function/Service	Platforms and Security
Direct Reports	0	Indirect Reports	
Line Manager Title	Technology Services Operations Manager	Budgetary Responsibility	Tbc

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	<p>The Delivery Manager is responsible for coordinating the planning and delivery of continuous improvement activities within the Platforms and Security portfolio.</p> <p>This role will work collaboratively with the Platforms management team, business stakeholders and Technology colleagues to identify, clarify and prioritise demands into the function, balancing this alongside continuous improvement activities.</p> <p>This role goes beyond traditional Delivery Manager responsibilities to encompass strategic delivery leadership, continuous improvement advocacy, and organisational agility coaching, supporting our teams to deliver value at pace to our customers.</p>
Key Responsibilities <i>Under maximum of 4 headings with a maximum of 6 bullets per heading</i>	<ul style="list-style-type: none"> • Deliver and refine the roadmap for the Platforms and Security function to ensure we are able to meet business requirements whilst also balancing these with our continuous improvement priorities • Forecast and plan delivery cycles to coordinate and optimise the delivery flow of the team, maintaining momentum and delivering value • Facilitate effective collaboration between teams and stakeholders, with a focus on improving our efficiency and ability to deliver at pace whilst delivering value to the customer • Remove blockers and obstacles that impede the team's progress, escalating issues appropriately when needed • Lead the use of development best practices, such as automation, Continuous Integration / Continuous Delivery (CI/CD) and blameless post-mortems. • Collaborate with our Delivery function to ensure due processes are followed and project resource requirements are defined • Effectively set and manage expectations with senior management and key stakeholders, both within Technology and across the wider organisation

	<ul style="list-style-type: none"> Establish and track meaningful metrics that promote transparency and drive improvement decisions Encourage experimentation with new practices, tools, and approaches to enhance team performance Promote a culture of learning, adaptation and continuous improvement <p>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</p>
Know-how <i>From your overall 'Know-how' description, please indicate clearly which are 'Essential Criteria' (no more than 6) and which are 'Desirable Criteria' (no more than 3) – these will then be used in recruitment (for advertising and shortlisting purposes)</i>	Essential criteria: <ul style="list-style-type: none"> Experience working in project environments with multiple interdependent workstreams, successfully implementing critical and complex business services using modern technologies. Experience creating and maintaining delivery plans that align with strategic goals Experience working within agile values, principles and frameworks such as Scrum and Kanban, to be able to guide the teams to adopt appropriate approaches to support the delivery of our work Ability to build effective and strong interpersonal relationships, relating easily and effectively to colleagues, customers and partners. Strong facilitation, coaching and conflict resolution skills, with the ability to communicate effectively at all levels of the organisation Experience of motivating and encouraging others to adopt new ways of working and managing conflict resolution through open, honest and respectful conversations Excellent planning, organisational, and time management skills, with the ability to manage multiple priorities simultaneously. A problem solving mindset with the ability to identify and address delivery risks Desirable criteria: <ul style="list-style-type: none"> Experience delivering software for frontline workers or staff operating in challenging environments Experience working in the non-profit, social impact, or public sector Experience applying Agile principles in IT infrastructure/operations environments, as well as development environments
Additional Requirements	Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	None
PVG- Scotland	None
Access NI- Northern Ireland	None
Driver Check	No
International Roles Only	
International Police Check	N/A

International Driving Licence for manual cars	N/A
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Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.