Senior Delivery Manager

University Information Services

Closing Date: 4th June 2025
Job Reference: VC46026

Senior Delivery Manager

Salary:
£46,485- £59,139

Contract:
18 months FTC

Location:
Cambridge

Division:
Information Services

Responsible to:
Lead Delivery Manager

Working Pattern:
Full Time

Purpose of the role

A senior delivery manager is accountable for the effective delivery of complex, high-risk products and services. The role is similar to a delivery manager role:

- Accountable for the performance of the team
- Build and maintain teams, ensuring they are motivated, collaborating and working well
- Identify obstacles and help the team to overcome them
- Focus the team on what is most important to the delivery of products and services
- Encourage and facilitate continuous improvement of the delivery team
- Coach and mentor both team members and others to apply the most appropriate tools and techniques (e.g. Agile and lean)

Senior delivery managers have more experience across a range of products and services, throughout the entire product life cycle, and have greater responsibility and accountability as the main point of escalation.

At this level, you will be expected to:

- Communicate effectively and engage senior stakeholders
- Coach and mentor delivery managers

Key responsibilities

The following duties of this role are based on the Skills Framework for the Information Age (SFIA).

Methods and tools: Level 5

- Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards. Evaluates and selects appropriate methods and tools in line with agreed policies and standards. Implements methods and tools at programme, project and team level including selection and tailoring in line with agreed standards. Manages reviews of the benefits and value of methods and tools. Identifies and recommends improvements. Contributes to policies, standards, and guidelines for methods and tools

Relationship management: Level 5

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders.
- Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.

- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes. Captures and disseminates technical and business information.

Systems development management: Level 5

- Defines systems development projects which support the organisation's objectives and plans. Selects, adopts and adapts appropriate systems development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Ensures that senior management is both aware of and able to provide the required resources. Facilitates availability and optimum utilisation of resources. Monitors and reports on the progress of development projects, ensuring that projects are carried out in accordance with agreed architectures, standards, methods and procedures (including secure software development). Develops road maps to communicate future development activity.

Business risk management: Level 5

- Plans and implements complex and substantial risk management activities within a specific function, technical area, project or programme. Implements consistent and reliable risk management processes and reporting to key stakeholders. Engages specialists and domain experts as necessary. Advises on the approach to risk management. Co-ordinates the development of countermeasures and contingency plans.

Business process improvement: Level 5

- Analyses and designs business processes; identifies alternative solutions to exploit new technologies and automation. Develops graphical representations of business processes to facilitate understanding and decision making. Assesses the feasibility of business process changes and recommends new approaches. Manages the execution of business process improvements. Selects, tailors and implements business process improvement methods and tools at programme, project and team level in line with agreed standards. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.

Organisation design and implementation: Level 5

- Implements organisational structure and culture change activities. Conducts impact assessments to ensure organisational structure and cultures are aligned to changes in processes, systems, technology and tools. Develops graphical representations of organisation models and structures to facilitate understanding and decision-making. Identifies and evaluates alternative solutions. Outlines how organisation structure, people development, jobs, teams and roles need to change to enable the future business processes. Aligns existing organisational structures, roles and jobs to new processes. Advises on implications of introducing new workplace models and tools.

Project Management: Level 6

- Takes full responsibility for the definition, documentation and successful completion of complex projects.
- Adopts and adapts project management methods and tools. Ensures that effective project monitoring and control processes, change control, risk management and quality processes are employed and maintained.
- Monitors and controls resources, revenue and capital expenditures against the project budget.
- Manages the expectations of key project stakeholders.

Agile and Lean practices (expert)

- You know how to coach and lead teams in Agile and Lean practices. You are a recognised expert that advocates these approaches, continuously reflecting and challenging the team. You can create or tailor new ways of working; you are always innovating. (Relevant skill level: expert)

Commercial management, Financial Management & Procurement (practitioner)

- You can take responsibility for complex relationships with contracted suppliers. You can identify appropriate contractual frameworks and identify appropriate suppliers. You know how to negotiate with contracted suppliers. You can get good value out of contracts and suppliers.
- You know how to negotiate, influence or set budgets in complex environments. You can write or input into business cases and can communicate business-value propositions.

Life-cycle perspective (Practitioner)

- You can apply experience of multiple parts of the product life cycle. You can recognise when it is right to move forward and when it is right to stop. You can recognise the appropriate deliverables and the right people to meet these. You are able to work with other agile delivery operations throughout the product life cycle. You can plan and engage with the appropriate stakeholders at a particular stage in the project

Maintaining delivery momentum (Expert)

- You know how to optimise the delivery flow of teams. You actively address the most complicated risks, issues and dependencies including where ownership exists outside the team or no clear ownership exists. You can identify innovative ways to unblock issues.

Making the process work (Expert)

- You can identify and challenge organisational processes of increasing complexity and those processes that are unnecessarily complicated. You can add value and can coach the organisation to inspect and adapt processes. You know how to guide teams through the implementation of a new process.

Planning (Expert)

- You know how to lead a continual planning process in a very complex environment. You can plan beyond product delivery. You can identify dependencies in plans across services and coordinate delivery. You know how to coach other teams as the central point of expertise.

Team dynamics and collaboration (Practitioner)

- You can identify problems or issues in the team dynamic and rectify them. You can pull out issues through agile health-checks with the team and provoke the right responses. You can engage in varying types of feedback, choosing the right type at the appropriate time and ensuring the discussion and decision sticks. You can accelerate the team development cycle.
- You can mediate between people and mend relationships, communicating with stakeholders at all levels. You can manage stakeholder expectations and facilitate discussions about high risk and complexity even within constrained timescales. . You can speak and represent the community to large audiences inside and outside of government.

Person Specification

Criteria	Essential	Desirable
Experience		
Experience building and maintaining delivery teams, optimising delivery flow, and ensuring they are motivated, collaborating and healthy.	✓	
Proven track-record managing the delivery of digital products and services by working with multiple teams in an agile delivery setting	✓	
Proven track-record managing the procurement and delivery of complex third-party/software-as-a-service products & services working with in internal and external teams.	✓	
Experience leading the continuous improvement of delivery team(s) including problem identification and resolution.		✓
Skills		
Ability to appropriately apply core project management skills (planning, finance, risk, resource, procurement, reporting management) to a range of delivery settings, applying an agile-first approach.	✓	
Ability to coach and mentor teams to apply the most appropriate tools and techniques to enable effective delivery	✓	
Ability to take a lifecycle perspective and lead on a range of agile and lean tools and techniques	✓	
Excellent communication skills that enable you to engage with people through a range of channels, in clear and compelling ways to enable smooth delivery and change management	✓	
Ability to build great working relationships with a variety of disciplines involved in digital delivery, including engineering, product management, UX, business analysis, infrastructure	✓	
Analytical and quantitative skills with ability to use data and metrics for making assumptions and decisions.	✓	
Ability to establish and maintain appropriate delivery governance, reporting and stakeholder confidence whilst ensuring team empowerment	✓	
Solid understanding and working knowledge of technology development best practices (such as, DevOps, etc)		✓
Qualifications		
Project Management / Delivery qualification or demonstrable project delivery experience	✓	
Degree or equivalent experience		✓
Additional requirements		
Values diversity and difference and encourages others to do the same. Operates with integrity and openness.	✓	
Experience of working with Government Digital Services (GDS) service delivery framework (or a comparable system)		✓

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes.

Attribute	Level
Valuing Diversity	A
Achieving Results	B
Communication	B
Innovation and Change	B
Negotiating and Influencing	B
People Development	B
Relationship Building	B
Strategic Focus	B

University Information Services

The UIS provides the digital infrastructure at the heart of the University's world-leading education and research.

For example, our high performance computing team has developed the UK's fastest academic computer and is supporting groundbreaking medical, engineering and astronomy research. Our networks team runs Europe's biggest privately owned ultra-high speed fibre optic network, connecting researchers, students and other organisations across Cambridge and beyond. And, the University's finance, HR and student administration rely on our business systems.

The University also has a bold ambition to use digitalisation to transform education and research. The UIS's team of developers, designers, testers, analysts and support staff is leading this exciting work. Our work ensures Cambridge continues to be one of the world's top universities.

The University of Cambridge consists of over 100 institutions (Departments, Faculties and Schools) and employs around 12,000 staff. The Director of Information Services leads a University Information Services function which positively adds value to the University. For the delivery of a world – class computing service for all of the relevant stakeholder communities.

As a customer focussed organisation the purpose of UIS is to provide business information services that underpin the critical management processes used across the collegiate University in research, teaching and administration.

The UIS works strategically with Schools, Faculties, Departments, Colleges and other institutions, in planning and delivering the future information service requirements of the University, progressively improving business processes, capabilities and information solutions that meet business needs.

Terms of Appointment

Tenure and probation
Appointment will be made on a permanent basis.

Appointments will be subject to satisfactory completion of a nine month probationary period.

Hours of Work and Working Pattern
The hours of work for the position are full-time per week.

We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

Pension
You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave
Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks
Right to work in the UK
We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration
Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications
The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References
Offers of appointment will be subject to the receipt of satisfactory references.

Equality and Diversity
We particularly encourage women and /or candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University.

Information if you have a disability
The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

Information for disabled applicants is available at http://www.admin.cam.ac.uk/offices/hr/staff/ disabled/

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.

About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

"Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts."

Stephen Toope, Vice Chancellor 2019

Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.
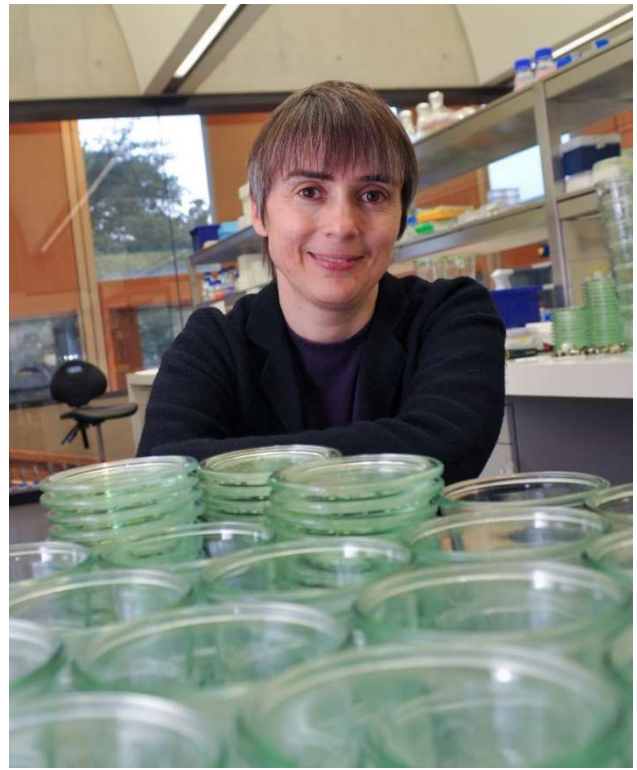
Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45-minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit https://www.accommodation.cam.ac.uk/relocation. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit **https://www.accommodation.cam.ac.uk/**

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.

What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:
https://www.childcare.admin.cam.ac.uk/

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: https://www.opda.cam.ac.uk/

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking "Apply online" in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:
Annie Horner, Lead Delivery Manager
annie.horner@uis.cam.ac.uk

If you have any queries regarding the application process please contact adminoffice@uis.cam.ac.uk, quoting vacancy reference VC46026.

The closing date for applications is: 4th June 2025

UNIVERSITY OF CAMBRIDGE