



UNIVERSITY OF
CAMBRIDGE

Delivery Manager

University Information Services

7 January 2025

Job Reference: VC44496



Delivery Manager

Salary:

£41,421 - £55,295

Contract:

Fixed Term

Location:

Cambridge

Department:

University Information Services

Responsible to:

Head of Delivery Management Office

Working Pattern:

Full Time

The University of Cambridge has a Hybrid Working Policy that aims to enable as many staff as possible to work in a hybrid way if they so wish, whilst recognising that some roles will include tasks that can only be performed on University premises.

Purpose of the role

The role is based in the University Information Services department, where the effective delivery of IT and related services are critical. The role is responsible for managing and coordinating the delivery of UIS-supported products and services.

A delivery manager is accountable for the performance of the team. In this role, the role holder will:

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).

The complexity or breadth of products, technologies or teams will vary in this role, depending on the context.

Key responsibilities
Methods and tools

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 organisational policies, standards, and guidelines for methods and tools.

Relationship management

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, acting 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.

Business risk management

Carries out risk assessment within a defined functional or technical area of business. Uses consistent processes for identifying potential risk events, quantifying and documenting the probability of occurrence and the impact on the business. Refers to domain experts for guidance on specialised areas of risk, such as architecture and environment. Coordinates the development of countermeasures and contingency plans.



Key responsibilities continued

Systems development management

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 process improvement

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

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

Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects. Provides effective leadership to the project team. Adopts appropriate project management methods and tools. Manages the change control process and assesses and manages risks. Ensures that realistic project plans are maintained and delivers regular and accurate communication to stakeholders. Ensures project and product quality reviews occur on schedule and according to procedure. Ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are formally accepted, by appropriate stakeholders. Monitors costs, times, quality and resources used and takes action where performance deviates from agreed tolerances.

Agile and Lean practices

Knows about and can lead on a range of Agile and Lean tools and techniques, with an ability to coach within and outside of the team. Can represent and be an advocate for these tools and techniques. Innovative and ensures that knowledge of the latest trends remains up to date. Can establish a feedback loop for teams; can take responsibility for the translation and measurement of value (what you put in and what you will get out) and ensure this relates to practical objectives and the user needs. Ensures the team has a situational awareness of work and priorities across the team. Ensures that working practices are iterated to achieve effective delivery.

Commercial management, Financial Management & Procurement

Can support effective budget management within the constraints of the project. Knows how to monitor projected budgets against expenditure. Can support effective budget management within the constraints of the project. Knows how to monitor projected budgets against expenditure. Can manage procurement activity to secure external products and services.

Key responsibilities continued

Life-cycle perspective

Understands the different phases of product delivery and can contribute to, plan or run these. Can maintain a product or process through the delivery phases, into live and then into retirement. Knows how to lead a team through the different phases of the delivery product life cycle. Can maintain and iterate a product over time to continuously meet user needs. Understands incident management and service support so that products are built effectively. This understating covers bespoke, software-as-a-service, and legacy products and services.

Maintaining delivery momentum

Brings clarity, purpose and direction to a project, driving decision making and agreement. Can solve issues and unblock problems. Knows how to drive team and set the pace, ensuring teams are working towards delivery commitments. Can engage in elements of risk management such as effectively managing and tracking the mitigation of risks. Can manage various dependencies across teams, departments and the organisation as a whole. Ensures ongoing smooth transition from build/configuration/test to live operational support.

Making the process work

Focuses on the outcome and ensures benefits are identified and tracked. Can challenge and improve disproportionate organisational processes where it impacts the pace of the team. Can identify what works best for the team and when to utilise certain processes. Understands that all steps in a process must add value. Can influence and make positive changes to the organisation.

Planning

Can take a consistent and ongoing approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and roadmapping. Knows how to communicate plans, planning assumptions and progress to a range of stakeholders. Can maintain the cadence of delivery and manage the relationships between different people within and across teams.

Team dynamics and collaboration

Provides leadership to coordinate and facilitate delivery. Knows how to build successful delivery teams. Understands team styles and how people work together. Can maintain, influence and motivate a team. Can give and receive feedback, facilitating the feedback loop. Can ensure the health of a team and facilitate conflict resolution, accelerating team performance. Can ensure that the team works in a transparent and predictable way and that the work is understood externally. Can create an open and collaborative working environment; flexible, adaptable and has a willingness to learn. Can recognise how people work together, facilitating the best team make-up depending on the situation. Knows how to help teams maintain a focus on delivery while being aware of the importance of professional development.

Person Specification

Criteria	Essential	Desirable
Experience		
Experience building and maintaining delivery teams, ensuring they are motivated, collaborating and healthy.	✓	
Experience encouraging and facilitating continuous improvement of delivery team(s).		✓
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 third-party/software-as-a-service products & services working with in internal and external teams.		✓
Experience influencing cross-functional business and technical teams, and communicating technical concepts to business stakeholders.		✓
Experience delivering software products incrementally using a scrum-style approach.	✓	
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 both team members and others 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.	✓	
Strong analytical and quantitative skills with ability to use data and metrics for making assumptions and decisions.	✓	
Solid understanding and working knowledge of technology development best practices (such as, DevOps, etc).		✓
Ability to establish and maintain appropriate delivery governance, reporting and stakeholder confidence whilst ensuring team empowerment.	✓	
Qualifications		
Degree or equivalent experience.		✓
Project Management / Delivery qualification or demonstrable project delivery experience.	✓	
Additional requirements		
Experience of working with Government Digital Services (GDS) service delivery framework (or a comparable system).		✓
Values diversity and difference and encourages others to do the same. Operates with integrity and openness.	✓	

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>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

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

Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



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 fixed-term basis of 12 months to undertake a specific project of finite duration.

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, working Monday to Friday.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a hybrid 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.

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 consistently ranked one of the best universities in the world, achieving academic excellence through its Faculties, Departments and other Institutions, together with the 31 Colleges.

The University is renowned for its record of discovery and innovation. It is one of the great institutions, with a regional, national and global reach, attracting the very best and brightest minds. Our staff and students shape the world around us for the better: we attract and partner with like-minded people.

Whether contributing to the development of new anti-cancer drugs, adding to the understanding of how black holes are formed, revolutionising the study of ancient settlements, convening academic expertise to offer solutions to the climate crisis, or analysing public attitudes towards democracy around the world, the University's research is remarkable in its breadth, quality and impact. The University also sits at the heart of Europe's largest technology cluster and has catalysed more than 1,500 high-tech companies. And yet what inspires our 24,000 students and 13,000 staff is not what has already been achieved, but what is possible in the future.

The education and experience of our students, based on a partnership between the University's academic Departments and Faculties and the 31 Colleges, is second to none. Every student is a member of one of the Colleges, each a community of students, academics and staff drawn from across the University's comprehensive range of subject areas.



The University is a self-governing community, with a system for decision-making that provides a high degree of accountability and transparency to its members. Each Department and Faculty is part of one of six academic Schools, but each of them, and each individual academic, has a great deal of autonomy. The Colleges are independent and self-governing, working in a symbiotic relationship with the University.

The University has a number of Institutions that are independent of any Faculty or Department and are not part of the academic Schools. These include the Institute of Continuing Education (which provides high-quality education to adults throughout their lives), the Fitzwilliam Museum, Kettle's Yard (an historic house and gallery that holds important collections of modern art) and the University Library. In addition to their diverse contributions to University and public life, these non-School Institutions are also important centres of teaching and research.

Cambridge University Press & Assessment provides academic publishing, examinations and learning materials worldwide, supporting the dissemination of research, academic development at school and in higher education, and international student mobility. Legally, the Press & Assessment is a department of the University. It provides very important funds to invest in the academic purposes of the University.

The University has made truly remarkable contributions to the sum of human understanding, with breakthrough ideas and discoveries that have changed the way we understand ourselves, our planet, and the universe around us. Yet the global and national contexts in which it operates are fast-changing and increasingly filled with uncertainty. In a world that is becoming - politically, economically, socially, and technologically – ever more interconnected but even less equal, the University's mission – “to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence” – has never been more relevant.



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.

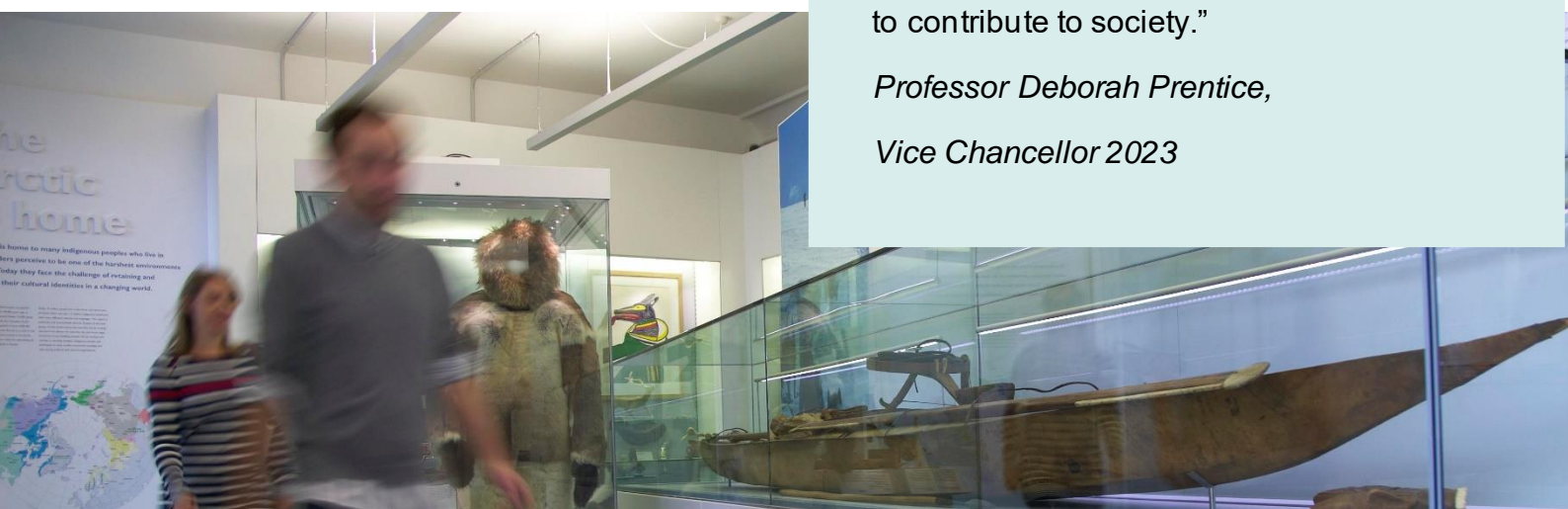
The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic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

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

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.

“Through its outstanding education, research and innovation, the University of Cambridge has made – and continues to make – a lasting contribution to human knowledge and is flourishing. By working at the University of Cambridge, you will be joining a vibrant community of students, scholars and professional services staff committed to supporting and enhancing the University's mission to contribute to society.”

*Professor Deborah Prentice,
Vice Chancellor 2023*



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 24,000 students and over 13,000 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.

The University offers 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 science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with their 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 continues to redevelop its historic city centre sites demonstrating a clear determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality, Diversity and Inclusion

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 groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here:

<http://www.equality.admin.cam.ac.uk/>

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

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.

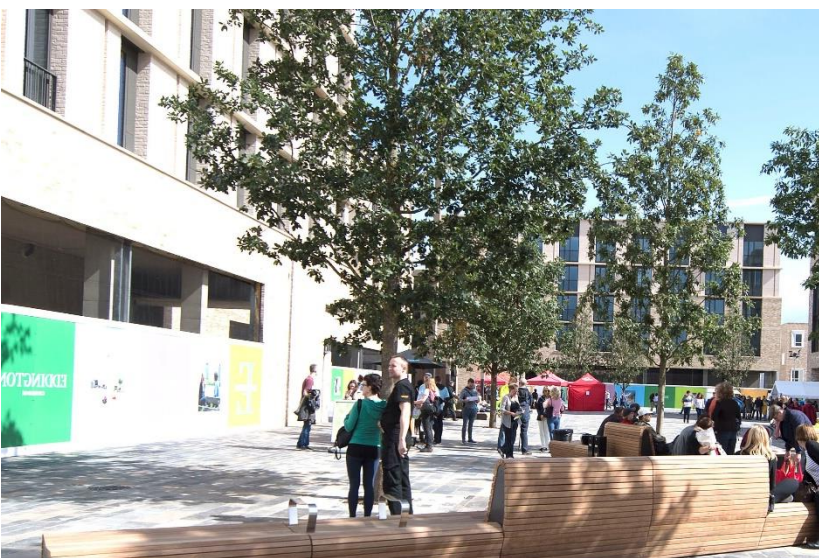
Relocation Support

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/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of

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.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



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 26 weeks' full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme are 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 (<https://www.nvs.admin.cam.ac.uk/>) is an organisation within the University that welcomes the partners and families of visiting scholars and new members of the University. Run by volunteers, the group offers opportunities to visit interesting Cambridge venues, learn about the community, take part in social events and gain local knowledge while developing a strong support network of both residents and other newcomers.

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. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is 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 as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. 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. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



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 recruitment@uis.cam.ac.uk in the first instance, quoting reference number VC44496.

The closing date for applications is 7 January 2025

