Control Risks

One firm at work

Delivery Manager (Agile)

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organisations in an age of ever-changing risk. Working across disciplines, technologies and geographies, everything we do is based on our belief that taking risks is essential to our clients' success.

We provide our clients with the insight to focus resources and ensure they are prepared to resolve the issues and crises that occur in any ambitious global organisation.

We go beyond problem-solving and give our clients the insight and intelligence they need to realise opportunities and grow. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.

Our people	Working with our clients our people are given direct responsibility, career development and the opportunity to work collaboratively on fascinating projects in a rewarding and inclusive global environment.
Location	London
Engagement	Full-time
Department	Group IT
Manager	Head of Delivery
Job purpose	The Delivery Manager will be an expert in using digital technologies to deliver new products using agile methodologies. With a technology background, they are responsible for delivery management of bespoke software products using internal and third-party software development and engineering teams. The Delivery Manager will collaborate with Product Teams and Architecture to manage the successful technical delivery of initiatives and empower the team to deliver high quality, secure and scalable products.
	The role will suit someone with a technical background, who is comfortable leading feature teams/squads, challenging developers, DevOps engineers and architects to provide technically fit for purpose solutions. The role provides technical leadership and delivery management for bespoke products and does not require hands-on engineering. A background in software development, software architecture or systems delivery will provide the foundation skills for the Delivery Manager.
Tasks and responsibilities	▶ Overseeing the delivery of products and services or functional components using agile methodologies for one or more Control Risks digital products.
	▶ Managing and facilitating a cross-functional agile delivery team
	▶ Coordinating agile methodology ceremonies such sprint planning, reviews and retrospectives
	▶ Working with the Business Product Managers and Product Owners to create product roadmaps

controlrisks.com

- Challenging the IT architects, developers (internal & external) and engineers to ensure appropriate, fit for purpose solutions are delivered to meet business requirements and technical service levels

- Identification of technical & development risks and mitigating actions

- Implementing a robust DevOps release management process

- Overseeing the creation of a backlog of prioritised and refined user stories with acceptance criteria

- Ensuring that the end products are of the highest quality, fully tested and deployed within timelines

- Coordinating activities across teams and the delivery lifecycle including Business & Systems Analysis, Architecture, Security, Development, Test, Change, Service Delivery, Infrastructure & Operations and Project Management

- Working closely with IT & business leadership to monitor progress, manage risks and dependencies

- Using data insights to inform the performance of the team and opportunities for continuous improvement

- Assisting with resourcing needs of the agile delivery team for the appropriate mix of experience and capability

- Assisting with coaching and mentoring to the team and looking for continuous improvement opportunities

- The performance management of delivery team members, providing opportunity for self-development

Knowledge and experience	**Essential**

- Hands on Agile delivery experience as an Agile Delivery Manager or Scrum Master, working on digital or technology projects for a global organisation

- Background in software development, preferably on customer facing solutions

- Hands-on technical leadership of development teams

- Experience in working on digital projects which have included cross functional teams such as Designers, Researchers, UX, Product Owners & Developers

- Experience in working on digital projects which have included a mix of internal and outsourced teams operating across multiple time zones

- Scrum Master certification, or be willing to attain the certification

- Experience in coordinating ceremonies associated with Agile delivery, such as planning sessions, reviews and retrospectives

- Experience in running workshops, in particular, getting to the root cause of the problem

- Displays Innovative leadership behaviours - coaching the team, self-organising, transparent, respectful to people's working styles, motivating

- A self-starter, comfortable working in both process driven and ambiguous environments

▶ Proven capability of working successfully with senior client stakeholders and end-users, quickly building successful relationships and establishing credibility

▶ A passion for digital and technology, with the drive and determination to continually learn new things and develop yourself and others

Familiarity with the following technologies

▶ Microsoft development languages

▶ Microsoft Azure

▶ Microservices

Qualifications and specialist skills	▶ Agile certification (Scrum / Kanban)
	▶ Project management certification
	▶ Strong written, presentation and verbal communication skills, with a high degree of attention to detail
	▶ Strong organisational skills, with the ability to work independently in a highly collaborative, team-based environment
	▶ Strong consultative approach (relationship and engagement skills).
	▶ Able to manage multiple projects and tasks at the same time.
	▶ Exceptional team player (particularly given that this is a global team with multiple time zones).
Competencies	▶ Owns problems, identifies and works with the right people to solve problems quickly within own remit and wider teams
	▶ Reviews and looks for efficiencies in ways of working
	▶ Is prepared to make decisions and effectively implement those decisions
	▶ Translates decisions into effective actions and implements these
	▶ Acts decisively and makes difficult decisions even if unpopular
	▶ Implements plans to ensure objectives are achieved or exceeded; focuses on delivery
	▶ Shows and encourages a determination to achieve high standards
	▶ Uses own and wider knowledge and contributes to others to enable and make sound judgements that impact
	▶ Builds strong relationships, through common goals, individual contribution and support in times of need
	▶ Considers the regional and global implications of what we do in our own areas of responsibility or team / department
	▶ Understands how and where own activities and projects contribute to the financial success of the organisation; understands and acts upon the financial factors that influence the business

▶ Operates effectively and with resilience in changing or ambiguous situations, contributes to changing environments, and actively assists those around them to adapt

▶ Communicates clearly and concisely using language appropriate to audience

▶ Displays sensitivity to develop constructive relationships with others

Behaviours	All employees are expected to display behaviours reflective of our company values: Integrity and Ethics, Collaboration and Teamwork, Commitment to People and Professionalism and Excellence.
How to apply	If your qualifications, experience and aspirations match our requirements, email a covering letter and CV, stating your current salary to: it.recruitment@controlrisks.com