

# Delivery Manager Job Scorecard

## Mission.

To provide agile delivery leadership on complex projects as part of a multidisciplinary team so that our projects are always delivered successfully for our clients, our business and our team members.

## Values.

Generosity - Ambition - Curiosity

## Competencies.

- **Self-organising** - you take responsibility for your own schedule and workload.
- **Collaborative** - you achieve your goals working with your colleagues and clients, you're not a team of one.
- **Willing to muck in** - you do what it takes as a team to deliver work successfully.
- **Player, not victim** - when faced with a challenge, you step up and take ownership.
- **Strong opinions, lightly held** - you're willing to speak up, but you'll listen to critique with open ears.
- **Respect clients and colleagues** - be polite and considerate, we're all working toward the same goal.

## Impact outcomes.

1. **You successfully deliver your projects using an achievable and realistic delivery plan.**
  - a. You work collaboratively with the Technical Co-ordinator and other team members as needed to create the Delivery Plan.
  - b. The plan is achievable, realistic and reflects the best understanding of the context in which we are delivering the project at all times.
  - c. You proactively iterate the plan in response to changing circumstances during the project.

- d. The plan is genuinely understood and bought into by the client and team throughout the project.
- e. You ensure the plan is updated as and when required during delivery.
- f. You ensure Forecast is up-to-date and accurate at all times to reflect the agreed plan.

**2. You make sure that we have effective and timely communication with our clients, teams and other appropriate stakeholders.**

- a. You have bi-weekly check-ins with your clients
- b. You regularly review client satisfaction survey results with Project Lead and inform the team of any actions to be taken
- c. You facilitate retrospectives with the whole project team including client
- d. The client is satisfied with the frequency, content and mode of communications that the team is using

**3. You make sure that risks and issues on projects are managed well**

- a. You have a clearly documented and up-to-date risk register for all your projects
- b. You can identify the root cause of those issues
- c. You have ensured mitigations are in place
- d. You address project issues promptly
- e. You escalate project issues which may impact budget/timescales

**4. You ensure that projects are delivered using Deeson's agile framework**

- a. You ensure all members of the Deeson team understand the role they are playing on the project and are playing that role effectively
- b. You ensure all members of the client team understand their role and are supported to fulfil it effectively
- c. You ensure the team is using agile ceremonies and artefacts appropriately for the project
- d. You ensure the team is using JIRA in line with the agency's agreed best practice
- e. You ensure project clients are invoiced promptly and accurately in line with the agreed payment schedule

**5. You represent the delivery chapter in the agency's new business activities**

- a. You produce high quality and relevant content related to delivery/project management for new business opportunities
- b. You present Delivery/project management content confidently and professionally as part of a new business pitch team

**6. You show a passion for the growth and improvement of yourself and the Delivery Chapter**

- a. You demonstrate commitment and progress in developing professionally in relevant areas for your role

- b. You actively contribute ideas for and show a willingness to own and participate in the delivery of quarterly goals for chapter growth
- c. You produce relevant content related to project management, delivery, agile to raise the profile of the chapter such as blog posts, speaking at events and delivering brown-bags internally

**7. You log 31 hours of valuable, billable work to client projects each week (or your specific agreed target)**

- a. You look forward in Forecast to ensure your planned work is correct and allows you to meet this goal.
- b. You alert your Chapter Lead in advance if you are unable to meet this target.
- c. You prioritise client work up to this target before engaging in other discretionary activities.
- d. You log all work done accurately in Harvest with an appropriate comment.

**8. Your project teams achieve an aggregate client satisfaction score of 80+ across active projects.**

- a. You manage client expectations so we avoid any unexpected client issues.
- b. You build rapport with clients and make efforts to build strong working relationships.
- c. You challenge the client's preconceptions and assumptions so that we are adding value through our work.
- d. You hold yourself and your teams accountable to a high quality level.
- e. You deliver to agreed deadlines and budgets.