<u>**Deeson Job Scorecard**</u>

Technical Project Director

Mission.

To deliver end-to-end successful delivery of software projects for Deeson clients. To lead the agency's technical chapter.

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 ensure all projects and technical chapter quarterly goals have appropriate resources allocated at all times**

    a. **You create and facilitate stable, well-formed, long-term project teams with the right skills and experience to successfully deliver each project.**

    b. **You ensure new project teams are effectively on-boarded and formed.**

    c. You ensure resourcing schedules are optimised to balance project needs, team member needs and business needs (including billability).

    d. You lead effective long range planning for technical resourcing linked to our recruitment goals (number of recruits, roles etc).

    e. You know well in advance what contract resource we will need to meet our commitments.

    f. You lead the recruitment for technical roles (permanent and contract) to ensure we have the right resources to effectively deliver our project commitments.

2. **You ensure successful project delivery by leading project oversight, including risk mitigation, issue identification and resolution**

    a. You ensure all projects are properly supervised and scrutinised to ensure effective delivery using the agreed project oversight process.

    b. You identification of issues and root causes that are affecting delivery on projects.

    c. You intervene and facilitate or direct actions on projects to address issues.

    d. You ensure the agency has adequate product delivery risk awareness and mitigation is in place on all projects,

3. **You ensure the agency provides high quality support services to clients**

    a. You ensure that there are clear support agreements in place with every client.

    b. You ensure that delivery of support services happens in a timely and effective way for our clients.

4. **You support the new business process with technical and project delivery expertise to ensure we propose and win viable work with new clients.**

    a. You lead initial technical triage and assessment of project viability to inform new business qualification decisions.

b. You lead the technical chapter's contribution to new business (proposals, pitches) and ensure that the work for this is delegated to suitable chapter members.

c. You ensure the technical concepts, approaches and strategies produced by the technical chapter for new business proposals are technically sound and deliverable.

d. You support the new business process in other ways as required.

5. You execute the accountabilities of chapter lead for the technical chapter.

   a. You ensure the technical chapter sets quarterly goals that ensure we can successfully deliver software projects using the agreed range of technologies/platforms.

   b. You ensure the technical chapter delivers the agreed quarterly goals.

   c. You ensure the development managers lead successful software projects (as project lead) and to coach/direct as necessary.

   d. You provide professional development coaching to members of the technical chapter in line with agreed professional development plans and as necessary to facilitate the successful delivery of projects.

   e. You act as line manager for the Development Manager and Project Manager roles.

   f. You own the recruitment process for technical roles.

   g. Successfully onboarding new team members so they are effective in their roles at Deeson.

   h. Effective 1:1s and professional development planning for chapter team members.

6. You log 5 hours of valuable, billable work to client projects each week

   a. You ensure that you identify where your involvement in a specific project should be billed to a client because it adds value to our work for that client.

b. **You log all work done accurately in Harvest with an appropriate comment.**

7. **The agency project teams achieve an aggregate client satisfaction score of 80+ across active projects.**
    a. **You ensure that client satisfaction tracking is undertaken and completed with all clients (RAR and internal surveys).**

    b. **You ensure that the results of client satisfaction tracking are shared with the relevant project teams and with the leadership team.**

    c. **You ensure corrective actions are taken promptly to address any areas of concern highlighted by the surveys, including client management and identifying/resolving root causes.**