

Deeson Job Scorecard

Head of Delivery

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. To be the operational lead for the delivery management team. To be a member of the senior leadership team at the agency.

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 that all projects are delivered with high quality proactive delivery management as part of the multidisciplinary team approach.**
 - a. You ensure all delivery management activity has appropriate quality control, oversight and review so that it is of the highest quality possible.
 - b. You ensure that the Deeson agile framework is fit for purpose, understood, reviewed and used on all relevant client projects
 - c. You manage the agile coaches programme to ensure that projects regularly receive beneficial support from an agile coach
 - d. You act as senior day-to-day technical expert for resolving complex and tricky delivery management problems on projects.
2. **You fulfil the accountabilities of chapter lead for the delivery chapter.**

- a. You ensure the delivery chapter sets quarterly goals that ensure we can successfully deliver software projects for our clients.
- b. You ensure the delivery chapter delivers the agreed quarterly goals.
- c. You provide professional development coaching to members of the delivery chapter and others as necessary in line with agreed professional development plans and as necessary to facilitate the successful delivery of projects.
- d. You act as line manager for Delivery Manager roles.
- e. You successfully onboarding new team members so they are effective in their roles at Deeson.
- f. You ensure all team members have effective 1:1s and professional development planning.
- g. You ensure ensure all team members receive appropriate coaching and professional support in line with their roles on projects and their professional development plans.
- h. You undertake day-to-day team co-ordination to ensure the chapter follows Deeson processes and standards.

3. You achieve the recruitment goals for the delivery chapter.

- a. You identify and instigate appropriate actions to ensure the required pipeline of suitable applicants for the vacancies.
- b. You manage the recruitment process to ensure candidates are reviewed, actioned and progressed promptly.
- c. You undertake interviews and other forms of candidate assessment to provide strong evidence for the final hire decision to be made.
- d. You ensure that candidates receive effective communication throughout the recruitment process.

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

- a. You lead initial triage and assessment of project viability to inform new business qualification decisions.
- b. You lead the delivery 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 information produced by the delivery chapter for new business proposals is sound and deliverable.

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

5. You take an active leadership role in the agency's growth journey.

a. You participate in setting the strategy for the agency and lead how agile delivery management forms part of that strategy.

b. You manage the delivery management team to ensure it is capable, resourced and effective in delivering the services needed to support the agency's current and target proposition.

c. You identify and own the solving of complex issues that might stop the agency fulfilling its delivery potential.

6. The chapter achieves its billable target each quarter (usually based on 31 billable hours per person pro-rata).

a. You actively manage chapter forecast work, scheduling and billability to meet this goal.

b. You ensure the chapter prioritises client work up to this target before engaging in other discretionary activities.

c. You ensure all chapter work is logged accurately in Harvest with an appropriate comment.

7. The agency achieves an aggregate client satisfaction score of 80+ across all active projects.

a. You ensure the chapter is effectively manage client expectations so we avoid any unexpected client issues.

b. The chapter builds rapport with clients and make efforts to build strong working relationships.

c. The chapter challenges the client's preconceptions and assumptions so that we are adding value through our work.

d. You hold yourself and the chapter accountable to a high quality level.

e. The chapter delivers to agreed deadlines and budgets.