

Position Description

Position Title:	Solutions Delivery Manager
Reports To:	Manager – Information Services
Responsible For:	8 Direct reports 8 Indirect reports
Group and Team:	Community Engagement and Corporate Services – Information Services
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

Responsible for the strategy, continuous improvement, functional roadmap and execution of roadmap for all systems/products in the ICC technology landscape as part of the Corporate Solutions, Collaboration and Communications and Council Services pods. You will oversee product delivery and build relationships with key ICC stakeholders and external parties to ensure that ICC technology solutions are aligned to ICC IS strategy and meet short- and long-term business needs and value expectations.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Product Vision and Roadmap

- Participate in development of business strategic planning and IS strategic planning, ensuring the planning process takes full account of product portfolio and vice versa.
- Manage product portfolio and implement measures to maintain effectiveness, adoption and optimised spend.
- Oversee development of product visions and strategies across IS solutions delivery pods.
- Ensure that all ICC product roadmaps are incorporated into the broader Council product portfolio plan, in partnership with corporate leaders and IS delivery pods.
- Drive and facilitate discussions and incorporation of digital product trends and best practice into ICC technology landscape in liaison with the Technology Strategy and Enterprise Architecture Manager.
- Scale product offerings with emphasis on operational efficiency, speed of execution and citizen experience.

Product Delivery, Maintenance and Improvement

- Oversee product performance and solicit feedback to ensure that voice of customer is integrated into the product.
- Ensure product backlogs are prioritised appropriately by data-driven decisions.
- Define and drive product KPIs across the Council.
- Ensure that product delivery activities are performed to agreed ICC standards and framework.
- Engage regularly with IS delivery pods to guide the team and ensure business needs are understood and conveyed.

Business Partnering

- Oversee development and maintenance of effective and positive working relationships with key customers and stakeholders.
- Manage proactive discussions with vendors and other delivery/support teams to ensure services are delivered that are fit-for-purpose.
- Examine and manage usage and demand reports of technology solutions provided by team members.
- Identify and validate future business and technology trends brought forward by the Council in liaison with the Technology Strategy and Enterprise Architecture Manager.
- Identify areas where new solutions will deliver benefit to Council in meeting organisational strategies or goals. Be accessible and encourage IS delivery pods to identify and implement improvements to existing work processes and systems.

Project Delivery

- Contribute to the planning and prioritisation of projects to form a program of work
- Regularly review project deliverables, to ensure strategic fit and alignment and identify opportunities for improvement to existing project management documentation, processes and procedures.
- Oversee the execution of projects, ensuring they are delivered on time, within scope and within budget and ensuring project resources are allocated effectively to achieve the desired outcomes.
- Ensure regular meetings between Project Managers and stakeholders are occurring across the organisation to assist in the delivery of solutions to meet the needs of their business area.
- Collaborate with and align key stakeholders to a common project management approach.

Team Leadership

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Coach and mentor IS delivery pods on agile and product-based ways of working, delivering educational sessions and trainings where needed.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

Diploma or university degree in business or Information Systems or equivalent experience

Desirable:

Agile certifications (e.g. Certified Scrum Master, SAFE, Lean Six Sigma, Certified Product Owner, etc.)

Certified Business Analysis Professional (CBAP)

PRINCE2 Practitioner or Project Management Professional (PMP)

Knowledge, Skills and Experience

Essential:

A minimum of 10 years relevant experience in product management

A high-level understanding of product management and methods that contribute to product maturity and service excellence

Sound knowledge of and experience working within, developing and managing product management lifecycles

Experience of Agile delivery methodologies at scale across an organisation

Extensive experience in enabling business outcomes through leveraging appropriate, fit-for-purpose solutions

Significant stakeholder management experience at all levels of an organisation (and externally) providing advice to inform and influence product and service decisions

Strong knowledge of TechnologyOne suite and other technologies in use in the Local Government sector

Proven track record of establishing realistic plans and deadlines, and then driving productive activity and change, delivered through co-ordinating and influencing key stakeholders

Excellent communication and influencing skills; able to communicate effectively at multiple levels

The ability to effectively manage people and change

Desirable:

Background in software development and program management is preferred

Proven history of providing UX design leadership based on statistics and user behaviours

Excellent working knowledge of MS Office applications, including Excel, Word, PowerPoint

Knowledge or experience in dealing with complex shared data models eg: Data Warehouse / Business Information

Change Management in a medium to large organisation

Previous experience and/or sound understanding of Local Government sector

Experience utilising tools for documenting and diagramming functional requirements

Agreement

Employee

Name	Sign	Date
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Manager

Name	Sign	Date
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Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
 Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
 Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
 Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health and Safety

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
 Adhere to Health and Safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
 After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.