

Job Description

Job title	Senior Delivery Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	MPR 8
Reports to	Head of FM & Capital Projects

Main purpose of the job:

Lead the end-to-end delivery of the Gun Wharf office staff relocation project as a key workstream within the RAAC and Refurbishment Programme, driving delivery momentum, coordinating cross-functional teams, ensuring safe and efficient execution, and maintaining robust governance, clarity and compliance throughout the project lifecycle.

Shape and embed sustainable delivery practices across the organisation by designing scalable programmes, championing continuous improvement, building stakeholder consensus and ensuring alignment with strategic priorities. Through modelling best practice, managing complex discussions and holding leaders to account, the Senior Delivery Manager enhances the council's delivery capability and ensures programmes achieve measurable, long-term outcomes.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Strategy Formulation: Guide and evaluate strategy development and the strategic ownership and development of programmes in an evolving, complex, and unpredictable environment to ensure alignment with the organisational strategy and vision.

Commercial Management: Define approaches for commercial management in programmes, ensuring commercial considerations are integrated into decision-making processes and create sustainable outcomes.

Financial Management: Develop and oversee complex financial and benefit scenarios to ensure programmes are affordable, deliver measurable value and contribute to the council's financial sustainability

Support Models: Develop a programme management culture within the council, ensuring consistent and effective programme delivery.

Delivery Flow: Identify and create opportunities to develop and deliver programmes that support organisational objectives, while collaborating across the organisation to fulfil meaningful goals

Process Improvement: Champion process review to ensure they deliver value, making decisions that help build consensus across stakeholders with different needs.

Programme Planning: Embed strategies that champion the importance of programme management to deliver value and financial sustainability within the council.

Change Leadership, Governance and Assurance: Lead major organisational change initiatives and ensure strong governance and assurance mechanisms are in place, challenging gaps and driving sustainable, organisation-wide improvements during and beyond programme delivery.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Head of FM & Capital Projects

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

A degree in a relevant subject such as business analysis, business administration, project management etc or relevant experience in a programme management working environment

Level B (in addition to level A criteria)

Evidence of starting a relevant course at a Level 7 or above

Level C (in addition to levels A and B)

A qualification in a relevant subject at a Level 7 or above

Knowledge

Level A

Understand the psychology between organisations (private or public) or highly independent and diverse stakeholders.

A strong understanding of business issues, events and activities and their short to long term impact for the council and programmes.

Understanding of programme and project management principles (e.g., governance, risk, planning, benefits).

Awareness of local government structures, statutory responsibilities, and organisational objectives.

Knowledge of financial management, budgeting and business case development.

General understanding of change management concepts and process improvement methods.

Awareness of commercial principles and procurement processes.

Good knowledge of Agile and Lean principles, frameworks and continuous-improvement methods, and how they align with governance to support effective delivery and high-performing, self-managing teams.

Level B (in addition to level A criteria)

A good understanding of how technology, products and services are built, selecting a range of communication methods to explain this to stakeholders at all levels.

Solid understanding of programme and change management frameworks (e.g., MSP, PRINCE2, Agile).

Working knowledge of organisational strategy development and alignment.

Good understanding of commercial, financial and benefits-realisation approaches.

Good knowledge of process-review and improvement methodologies.

Understanding of risk, assurance and governance mechanisms at programme level.

Level C (in addition to levels A and B)

You understand the granularity of existing and proposed contracts to explain the benefits and the value delivered as part of strategic programmes, ensuring they are monitored and delivered.

You understand the granularity of financial costs and the value delivered as part of strategic programmes, ensuring they are monitored and delivered.

You understand and champion the importance and need for delivery flow leading on organisation wide approaches to ensure it is embedded in programmes.

You understand and champion the importance of reviewing processes to ensure they deliver value, and develop and implement strategies that embed this within the council.

You understand and champion the importance of planning to deliver programmes and projects, and implement strategies that embed this within the council.

You understand and champion the importance of governance and assurance to deliver programmes and projects, and implement strategies that embed this within the council.

Advanced understanding of change leadership, behavioural change and transformation methodologies.

Experience

Level A

Managing multi-disciplinary teams, often in a matrix management style, to deliver complex programmes across organisations and partnerships

Taking a strategic lead of programmes taking place at the same time

Mentoring and providing guidance to other programme officers at a variety of ranges

Extensive experience of using specialist software and tools to manage and monitor programmes and their outcomes

Level B (in addition to level A criteria)

Leading complex discussions with stakeholders to define programmes and their outcomes

Contributing to policy, strategy and programme development

Evidence of using data, research, and organisational information to add value and insight to programmes

Experience facilitating workshops, stakeholder engagement and cross-service decision-making.

Demonstrated use of governance and performance reporting frameworks.

Level C (in addition to levels A and B)

Leading the development of a robust programme management culture within an organisation

Experienced in establishing processes, standards and approaches for programme management and embedding programme cultures and capability across organisations.

Experience leading organisational change that delivers measurable outcomes and long-term sustainability.

Evidence of delivering cross-cutting improvements and transformational financial benefits.

Skills

Level A

You can coach and lead teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a programme or project.

Able to communicate positive and negative information clearly and constructively to stakeholders, using effective mediation and resolution techniques to manage disagreement and maintain productive relationships.

You can expertly set and identify the ethical considerations of potential programmes and projects.

Able to apply project and performance management approaches to prioritise complex requirements effectively, supporting both long-term strategic decision-making and short-term tactical solutions.

You can develop commercial and contractual plans for programmes, ensuring they iterate throughout the programme life cycle.

You can develop agile financial plans for programmes, ensuring they iterate throughout the programme life cycle.

You can make and justify decisions characterised by high levels of risk, impact and complexity during a programme or project life cycle.

You can identify and create opportunities to develop and deliver programmes that support organisational objectives, while collaborating across the organisation to fulfil meaningful goals.

You can make and justify decisions characterised by high levels of risk, impact and complexity about processes, programme and project planning.

You will challenge teams, senior leaders, and stakeholders, making full use of existing arrangements to build strong relationships to reduce or remove risk associated with not meeting governance and assurance standards as part of programmes.

Takes responsibility for ongoing professional development, actively seeking opportunities to expand knowledge, strengthen expertise, and apply new learning to improve performance and organisational outcomes.

Level B (in addition to level A criteria)

You can act as a recognised expert and advocate for Agile approaches, continuously reflecting and challenging the team and organisation.

You demonstrate a good working knowledge of the legislation applicable in this area, such as General Data Protection Regulation (GDPR) and the Data Protection Act (DPA).

You use project and performance management approaches to ensure the proposed solutions align with the organisational strategy and vision.

Able to build consensus across public, private, and highly independent stakeholder groups on programme or project objectives, processes, and plans throughout all stages of the delivery lifecycle.

You take responsibility for delivering scalable programmes for the organisation, that establish sustainable delivery flows during and beyond the programme lifetime.

You will make and justify decisions characterised by high levels of risk, impact and complexity to effectively build consensus.

You can analyse governance and assurance systems and add appropriate measures to ensure appropriate standards are built into all project, programme and change activity.

You can develop, maintain or update strategy in response to feedback and findings.

A skilled and confident communicator with the ability to produce high-quality strategic documentation, supported by strong influencing and negotiation skills across diverse stakeholder groups.

Ability to identify risks, generate options and recommend solutions.

Ability to manage competing priorities and drive delivery to deadlines

Level C (in addition to levels A and B)

You can contribute to the development of best-practice Agile approaches to ensure new and innovative ways of working to achieve the right outcomes.

You can expertly translate technical concepts to non-technical audiences, so they are understood by all.

The ability to interpret complex ethics frameworks, apply them in organisational contexts, and provide expert advice and guidance to leaders and colleagues on ethical issues and decision-making.

Able to develop guidance and training that enables others to select and apply appropriate project, programme and performance management methods, ensuring these approaches become embedded across projects and programmes.

Able to develop complex benefit scenarios and hold senior leaders and partners to account to ensure sustainable commercial management and the realisation of planned benefits during and after programme delivery.

You can lead on programme management strategy for the whole organisation.

You can coach others in the council on team dynamics and conflict resolution.

You can ensure strategic objectives effectively focus on outcomes rather than solutions and activities.

Highly developed leadership and influencing skills across political, senior, and external partner environments.

Ability to challenge constructively, resolve strategic barriers, and broker consensus across competing interests.

Advanced communication skills, including presenting complex strategic information with clarity.

Strong judgement, resilience and ability to operate effectively in ambiguity and high-pressure contexts.