



## ROLE PROFILE

### Solution Delivery Manager

#### Why do we have this role?

*Resonate specialises in providing mission-critical systems and data science led solutions, primarily in the transport industry. The Solution Delivery Manager leads a team of subject matter experts, driving and encouraging innovation, automation and continuous improvement in all activities as they deliver projects to agreed quality, scope, budget and timescales, and ensures complete and well supported handover to our internal operational teams.*

#### What are the key objectives?

##### **Delivery**

- Ensure appropriate delivery resource is identified, utilised optimally and skills gaps are addressed
- Proactively identify and resolve road blocks in partnership with the Functional Manager
- Day-to-day management of Solution Delivery projects, demanding and driving high quality
- A focus on continuous improvement and continuous learning, ensuring the team have clear standards regarding 'what good looks like' and build breadth as well as depth of knowledge
- Provide support and direction to the delivery resources to ensure work is delivered efficiently and is right first time

##### **Control**

- Allocate clear, realistic, safe and effective work packages for Solution Delivery activities
- Identify and effectively manage Solution Delivery related risks and issues, escalating these to the Functional Manager appropriately
- Produce realistic Solution Delivery plans incorporating an agreed project structure that meets organisational and client needs

##### **Reporting**

- Provide open and timely highlight/exception reports
- Accurately report Solution Delivery metrics
- Consistent delivery of Solution Delivery to time, cost and quality
- Ensure quality metrics are defined, and action taken to feedback into the team

#### Top Internal Relationships

1. Head of Product Configuration
2. Project Realisation team
3. Functional Managers
4. Resource Managers
5. Project resources / subject matter experts

#### Person Requirements

##### **Profile**

- Track record of high quality delivery in commercial engineering or software environments
- Comfortable with leading a variety of multi-disciplinary technical and project delivery resources
- Balances strong customer focus with understanding of the boundaries of contractual obligations
- Strives for right first time delivery, regarding rework as a failure





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- A keen eye for detail and rigour but can see the bigger picture and lead people towards it
- Is not afraid to own the challenge, be accountable for success and able/comfortable having challenging conversations
- A leader of people with the ability to build and motivate the team in sometimes difficult and pressurised situations
- Thrives on getting the job done and getting involved with the team to make us a success

