Position Title: **Programme Delivery Manager**

Location/Business Unit: Product & Development, Wellington

Reports to: Product & Development Lead

Functional relationships: Product & Development team lead and colleagues
Senior Leadership members
Finance team members
Stakeholders from across the business
External contractors and product/service providers

Date: **June 2019**

Position Purpose: To plan and execute the ongoing delivery of RNZ Digital Projects and Products, including effective collaboration with editorial and technical staff across the business, resulting in a steady stream of improvements of RNZ platforms and digital capabilities.

Key Job Outcomes/Accountabilities:

Outcomes/Accountabilities required	Likely/expected actions contributing to achievement of outcomes
Strategy 1) Charter requirements are met and reflected in the unit's strategy 2) The unit's own strategy is further developed, and changes are made to meet the needs our audience and the business. 3) A programme of continued improvement reduces technical debt and increases innovation 4) Digital knowledge is increased across the wider business.	**Strategy** 1) Contribute to the ongoing development and achievement of digital strategy and initiatives; 2) Work with the Product & Development Lead to define the overall roadmap and the roadmap for any given product and translate this into actionable pieces of work 3) Challenge the status quo and actively seek for better ways to achieve; 4) Formalise the delivery of products and technology at RNZ and start to address current short falls in business processes; 5) Actively participate in your professional community, sharing and re-applying skills

	and knowledge and bringing in best practice.
Service delivery 1) Product and platform innovation is well planned and prioritised to assist with the organisation's growth 2) Product innovation plans ensure staff have the tools to deliver the outcomes needed. 3) Any products, tools and assets delivered are adequately scoped and documented to enable effective support by in-house or third-party support staff. 4) Continuously improve delivery processes and work towards a standard set of delivery tools	**Service delivery** 1) Work with the Product & Development lead, colleagues and vendors to find sustainable, fit-for-purpose solutions to meet the needs of our audiences and the business 1) Oversee interconnected projects to ensure they align and deliver value to the organisation 2) Lead the collaborative, dynamic planning process – prioritise the work that needs to be done against the capacity and capability of the team 3) Manage the delivery of key initiatives and projects using appropriate project management practices, learning & iterating frequently 4) Manage procurement processes as required 5) Ensure the needs of the audience and editorial needs are considered as part of holistic product delivery by collaborating with relevant staff across the business 6) Provide Product & Development lead with 'no surprises' information about challenges or potential issues. 7) Contribute to upskilling the organisation digitally
Organisational Culture and Strategy implementation 1) You want to step up and take more responsibility; 2) Robust project management methodologies are implemented to assist the successful completion of development projects; 3) Change is well planned and introduced collaboratively.	**Organisational Culture and strategy implementation** 1) You will be open-minded and work collaboratively in the digital team and across the business 2) Help raise digital literacy in the organisation through day-to-day interactions 3) Model a collegial and constructive approach that reinforces an 'audience first' focus and encourages team work; 4) Participate in relevant data gathering for staff work satisfaction and engagement; 5) Help develop and implement project management methodologies and decision making; 6) Help us identify learning opportunities and implement strategies as appropriate.

Staff leadership and development 1) Act as delivery lead on projects as required. 2) Contribute to planning and management of an ongoing roadmap of change and improvements and work with other staff to deliver this. 3) Help upskill other staff to ease innovation projects and ensure success. 4) Be a considerate and supportive team member who encourages others to share their ideas. 5) Provide honest and open feedback to the product and audience leader.	**Staff leadership and development** 1) Plan projects with clear goals, timeframes and outcomes 2) Ensure colleagues understand how they fit into overall delivery and mentor accordingly; 3) Coordinate cross-organisation involvement through effective communications and engagement. 4) Model a collegial and constructive approach that reinforces an audience-first focus and encourages teamwork; 5) Collaborate with staff to identify process issues and find improvements.
Financial operations: **1)** Project financial operations are managed within budget.	**Financial operations:** 1) Monitor and budget expenditure you may have responsibility for against plans, taking corrective action as required. 2) Provide Product & Development lead with robust and timely analysis of any financial concerns.

PERSON SPECIFICATION

Qualifications, knowledge & experience:

- Proven experience in delivery of digital projects that require management of people, technology, UX and content.
- Demonstrated knowledge of sound project methodologies including Agile in which you have formal training. You will understand the pros and cons of various methodologies and apply them as appropriate
- Experience working with diverse stakeholders and vendors
- Ability to manage competing demands and manage stakeholder expectation
- Experienced leading procurement processes including through GETS
- Excellent track record of day-to-day management of project and/or programme financials
- Ability to delegate and manage the delivery of others
- An understanding of Radio NZ programming and Charter objectives.

Ideal experience and personal skills

- Proven achievement and credibility as a digital project or deliver manager, ideally with a sound understanding of audience-centric web project deliveries

- Experienced working with content and awareness of editorial requirements
- Good understanding of the human aspects of projects and the need of managing change
- Experience in delivering projects that put emphasis on User experience.

- The proven ability to:
    - exercise sound judgment and act decisively
    - think and act strategically, e.g. organisational awareness;
    - apply an understanding of the media sector in NZ and appreciate key market, consumer and technological trends;
    - think flexibly and creatively with an ability to quickly grasp complex topics;
    - persist in achieving results by effectively managing own time, overcoming obstacles and or tolerating ambiguity;
    - maintain own health, safety, welfare to ensure optimum resilience and performance in difficult situations or under stress.

- The willingness to be open and transparent e.g. disclose mistakes, act ethically, engage in professional and personal development including seeking and acting on constructive feedback.

- Apply all legislative requirements, regulations, policies and procedures related to area of responsibility and specialised expertise

- The willingness to understand and promote the value of diversity, including obligations under the Treaty of Waitangi

Ideal experience and social skills

- Clear, respectful and timely communication when:
    - Deal with suggestions, commendations and complaints or concerns from internal and external stakeholders;
    - implementing change that improves quality and productivity;

- o Responding to staff or colleague suggestions;
- o All written material is organised and convincing.

- Building and maintaining effective relationships including:
  - o Minimising authority and maximising persuasion
  - o Intervening early and positively to improve the team's performance
  - o Representing the organisation positively and effectively
  - o Encouraging a free exchange of ideas
  - o Managing expectation, constructively guide ideas into a fit-for-digital state

COMPETENCIES

Leadership and Teamwork
- Helps make all team relationships work
- Works in a consultative and positive manner
- Manages disagreement in a constructive way, avoiding unpleasant confrontations
- Explains their reasoning so others can understand
- Accepts differences and looks for the positive

Strategic Capability
- Approaches each situation with a clear perception of limits and actual conditions in the context of their job and the organisation
- Makes connections between issues and allows flexibility in solutions
- Fulfils objectives communicated from the business plan
- Thinks creatively

Managing Self
- Adjusts rapidly to new situations
- Recognises responsibility for self-care in relation to health and safety and wellbeing
- Seeks, listens to and responds to feedback
- Balances different job responsibilities according to priorities, making progress in all areas
- Seeks help in a timely way
- Is accountable for their role and responsibilities
- Can be relied on
- Develops knowledge with sufficient depth for appropriate problem solving
- Applies intellect in a rigorous way
- Shows prudence and perspective in forming judgements, and flexibility in designing solutions
- Acts ethically

Outcome Driven
- Keeps current in specialist or technical areas
- Thinks laterally
- Is energetic, enthusiastic and positive about achieving goals and resolving issues within cost constraints
- Displays a high level of initiative, effort and commitment to Radio New Zealand and its Charter
- Continuously improves services
- Ensures that projects are completed in a timely manner and within budget

Management
- Encourages attitudes that support Radio New Zealand, holds and promotes an organisation-wide view
- Learns about parts of the organisation beyond own work experience
- Is positive towards change, wanting to build something new and better
- Uses efficient and cost-effective approaches

Building Relationships
- Demonstrates relationship building and communication skills
- Enlists the support of others to achieve Radio New Zealand's goals
- Can enter into intense discussion without personalising issues
- Is respectful in all forms of communication
- Moves from their own position if the weight of evidence is against it
- Represents the organisation positively and effectively
- Establishes and maintains positive working relationships with internal business units
- Achieves the group's objectives
- Takes account of circumstances when communicating with others