



Head of Project Delivery

Here at Digital Wonderlab we uniquely fuse magic and logic; the coming together of experimentation and experience, creativity and technology to make high impacting digital solutions. Delivery for us is about understanding people and technology, their needs and expectations to ensure our solutions can exceed ambitions and solve societies big challenges. We're looking for a Head of Project Delivery who loves working within a diverse team, creating a good plan and building clarity of outcome, with a passion for change who is as comfortable with "30,000ft" overviews as they are with "in the weeds" detail.

As an Implementation Manager you will work across a portfolio of clients, ensuring project scope is clear and managed, expectations are set and met and that delivery risk is managed. Working closely with the delivery team day to day and also with clients to ensure we focus on the outcomes whilst knowing the tasks are completed to deliver the highest impact possible.

Key Responsibilities

- Ensure projects have defined briefs, clearly scoped outcomes and benefits, through management of the full project life cycle from kick off to hand over.
- Work closely with Delivery Teams to ensure projects are clearly articulated, delivered effectively and efficiently and meet customer outcomes
- Lead on the translation of Solution Designs and UX designs into clear Product Features and User stories to aid effective development
- Act as a project manager on key projects to ensure effective and timely delivery
- Work closely with Delivery Teams to drive progress on projects using Agile approaches such as Stand-ups, Show and Tells and Sprint management techniques such as backlog management
- Facilitate and track planning activities, ensuring planning happens at Team, Project and Portfolio level and that capacity and velocity is monitored and understood
- Work closely with the directors to ensure delivery risk is managed and portfolio is balanced

01225 220 155
digitalwonderlab.com
hello@digitalwonderlab.com

- Identify and monitor key risks and issues, communicating with the client and internal teams to drive resolution
- Oversee and act as an internal test manager to ensure products are fit for purpose and meet client expectations
- Own the key handover and critical delivery phases on projects, ensuring that critical readiness activities happen, knowledge is transferred, and roles are clear
- Communicate Status and Progress clearly and effectively both internally and externally, working closely with the Client Success team
- Maximise the use of the Atlassian suite (Jira Software, Jira Service Desk, Confluence, Trello) across project and client management

Skills and Qualifications

- Strong project management, multitasking, and decision-making skills, with a solid understanding of waterfall and agile technologies
- Experience of working within an agency environment on software development/website projects
- Excellent written and verbal communication skills with a clear ability to articulate and present data and qualitative information
- Great stakeholder management skills, able to influence and negotiate, set expectations and manage relationships at all levels
- Experience of capturing requirements, generating and managing user stories
- Experience of working with customers / clients as a project manager
- Experience of using Jira/Atlassian
- Passion for customer success and driving positive benefit

Desirable

- Experience of delivering/ managing projects in relation to Umbraco and Mobile apps
- Passion for technology and tech for good
- Experience of Product ownership