TheDataShed

Client Delivery Manager

Job Description

Summary of position

The Client Delivery Manager will be working with our consultancy and SaaS product development teams in a variety of Agile (Scrum, DSDM, Kanban) and more traditional project delivery frameworks to provide project leadership and coordination.

We are at the forefront of technology, actively evaluating all the new tools, technologies and methodologies which emerge, while still maintaining an exceptional level of skill on more battle-tested technologies. We work with a very wide-ranging technology base, on complex and creative projects and keep track of where the challenges are – so this role is critical to the Data Shed's success.

The Client Delivery Manager will own the project delivery and manage stakeholder relationships across the internal team and external clients. They work with all technical teams to ensure both internal product and client projects are delivered on time and to specification. As we use both Agile (Scrum) and waterfall project methodologies, the Client Delivery Manager should be flexible in their approach.

Responsibilities

The Client Delivery Manager will have the following responsibilities:

- Leading projects from conception to delivery;
- Manage project teams to ensure they are working efficiently and effectively;
- Plan projects and manage risks and issues;
- Maintain project finances, resource plans and manage client invoices;
- Create and coordinate quotes and change requests for clients;
- Produce reports and provide updates to senior stakeholders;
- Seek to maintain and improve the perception of The Data Shed through clear communication with clients and colleagues;
- Be prepared to get into the detail of each deliverable, and work with clients and internal customers to define, manage and monitor deliverables, acceptance criteria and change management;
- Get stuff done properly, first time around;
- Make it right and only then make it fast;
- If you see something that's broken, fix it. That includes the coffee machine.

Skills & Experience

The Client Delivery Manager should have a broad experience of different industries, roles and environments. Above all else, they should be a clear communicator, an excellent negotiator, and tenacious in the pursuit of clear deliverables, deadlines and explanations.

In addition, the role holder should have:

- Significant project management experience covering the whole lifecycle of large-scale and/or complex projects;
- Knowledge and exposure of working within an Agile environment following Agile methodologies;
- Proven ability to manage and motivate teams and projects to meet tight deadlines;
- Proactive in driving projects forward and providing highly effective communications to all levels of stakeholders, peers and project teams;
- Confident in providing feedback (positive and constructive) to both clients and colleagues;

- A working knowledge of estimation and billing;
- Reporting of project progress and creation and maintenance of project artefacts such as RAID logs etc.

Everyone at The Data Shed is responsible for their own, and each other's development. As such, the whole team is encouraged to deploy coaching and feedback techniques on a daily basis to facilitate the improvement of all. Experience of these skills is helpful but being open to them is essential. Training to improve these skills will be provided as part of the development plan.

Location

The Role will be based at The Data Shed's Leeds office. Travel to client sites may be required from time-to-time.