

Job Description

Job Title	Development Delivery Manager
Directorate	Strategy and Change
Service Area	Technology and Customer – Digital Technology
Grade	Grade 10
Competency Level	2
Salary	£56,673 - £62,580
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	NA
Job Evaluation Ref No	A10498

Job Purpose

The Development Delivery Manager is responsible for leading the Council's software development delivery function, ensuring the effective planning, coordination and delivery of digital products, platforms, applications and services.

The postholder provides operational leadership for development teams and is accountable for development delivery performance, workforce planning, capacity management, roadmap delivery and continuous improvement. They own the

development delivery portfolio, ensuring resources are effectively deployed to meet organisational priorities, customer needs and service commitments.

Working closely with the Technical Lead, the Development Delivery Manager ensures development activity aligns with agreed technical strategy, standards and architectural direction, whilst building and maintaining a high-performing development capability that delivers consistent, user-centred and operationally sustainable digital services.

Directly Responsible For:

- Lead Developers
- Developers
- Junior Developers
- Apprentices (where applicable)

Directly Responsible To:

Technical Lead

Main Areas of Responsibility:

- Own the development delivery portfolio, balancing project delivery, support activity, technical debt reduction and continuous improvement to ensure organisational priorities are met.
- Develop, maintain and manage a single consolidated development roadmap, ensuring visibility of priorities, delivery commitments, dependencies, risks and resource requirements across all development activities.
- Act as operational owner for software development services, ensuring services are operationally ready by design, resilient, supportable and subject to continuous improvement.

- Lead development delivery governance processes, ensuring development activity is prioritised, sequenced and aligned with organisational priorities, available capacity and agreed delivery objectives.
- Hold accountability for workforce planning, succession planning, resource allocation and development capability across the software development function.
- Manage relationships with suppliers, partners and contracted development resources, ensuring delivery outcomes, service performance and value for money are achieved.
- Support the development of business cases, investment proposals and procurement activities relating to digital products, platforms and development services.
- Work with Customer and Service Areas, user experience specialists and transformation teams to identify and prioritise opportunities for digitisation, automation, channel shift and service redesign.
- Plan, prioritise and coordinate workloads across teams, balancing project delivery, support and continuous improvement activity.
- Implement and manage delivery plans, resource schedules and work allocations required to deliver the approved development portfolio.
- Manage delivery performance, including sequencing, capacity, dependencies and risk, to ensure predictable and controlled delivery outcomes.
- Ensure development delivery commitments are realistic, achievable and aligned to available capacity, managing stakeholder expectations where competing priorities arise
- Monitor delivery progress across workstreams, identifying, managing and escalating risks, issues and dependencies to the Technical Lead where appropriate.
- Ensure effective coordination across teams, projects and service areas to enable successful delivery of digital platforms and services.

- Work collaboratively with Lead Developers to ensure technical work is effectively planned, sequenced and delivered in line with agreed standards and priorities.
- Ensure effective collaboration across development, user experience and content disciplines to support the delivery of end-to-end customer journeys.
- Promote consistent delivery practices across teams, including shared approaches to planning, quality assurance, testing and definition of done.
- Support the adoption of reusable components, patterns and approaches to reduce duplication and improve consistency across digital services.
- Build and maintain effective relationships with internal stakeholders, delivery partners and service areas, ensuring clear communication of progress, priorities and constraints.
- Use delivery performance data and team insights to drive continuous improvement in productivity, quality and customer outcomes.
- Ensure digital services are designed and delivered around consistent, customer-centred journeys, supporting standard approaches such as Report, Request, Book and Pay.
- Promote consistency in user experience, ensuring services align to agreed patterns, accessibility standards and customer experience principles to provide a single, joined-up experience for residents.
- Provide regular performance, capacity and delivery reporting to the Technical Lead and senior stakeholders, ensuring informed decision-making and effective prioritisation across the development portfolio

Supervision and Management Responsibility:

- Provide line management to Lead Developers, Developers and Junior Developers, including performance management, workforce planning, capability development, wellbeing and engagement.

- Ensure activities are effectively planned and managed, including regular one-to-one meetings, annual appraisals and objective setting aligned to service priorities.
- Lead recruitment, onboarding, retention, succession planning and skills development activities to maintain an effective and sustainable development capability.
- Manage performance, conduct and attendance issues in line with organisational policy.
- Develop future leadership capability across the development function through mentoring, coaching and structured professional development
- Promote a positive, inclusive and high-performing team environment, encouraging collaboration, accountability and continuous professional development.
- Work in partnership with Lead Developers and the Technical Lead to support effective team performance, delivery and capability development.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Manage development delivery budgets and resources, ensuring effective and efficient use of Council funding and assets.
- Monitor financial performance and delivery commitments, ensuring resources are utilised effectively to achieve agreed outcomes.
- Contribute to procurement processes, supplier management and contract monitoring activities relating to development services and digital products.

- Identify opportunities for efficiencies, cost reduction and service improvement across development activities.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The role will involve the use of Display Screen Equipment (DSE), including screen, keyboard and mouse.
- The role may involve prolonged periods of desk-based work and attendance at meetings.
- Occasional attendance at alternative work locations may be required.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree level qualification or equivalent experience in a relevant discipline (e.g. digital, IT, business or management) (A)

Desirable

- Management or leadership qualification (e.g. ILM, PRINCE2, Agile or equivalent)

Experience

Essential

- Experience of managing or leading teams within an ICT, digital, development or technology environment (A/I)
- Experience of managing development delivery portfolios, balancing competing priorities, resource constraints and organisational objectives (A/I/P)
- Experience of leading development teams through organisational change, service transformation or major technology change initiatives (A/I)
- Experience of workforce planning, capacity management and resource allocation across multiple projects or services (A/I)
- Experience of managing stakeholder relationships and delivery expectations (A/I)

Desirable

- Experience working within Local Government or a complex regulated environment
- Experience of managing supplier or third-party delivery relationships
- Experience of managing multidisciplinary development teams (e.g. ICT, development, user experience, content)
- Experience of improving delivery performance, ways of working or team effectiveness

- Experience of working across the software development lifecycle

Skills/Abilities

Essential

- Strong people management skills, including coaching, mentoring and performance management (A/I)
- Ability to translate strategic priorities into deliverable roadmaps, plans and resource requirements (A/I)
- Strong organisational and problem-solving skills with the ability to manage competing priorities (A/I)
- Strong stakeholder management and influencing skills, with the ability to build effective relationships across technical and non-technical disciplines (A/I)
- Ability to manage complex delivery environments, balancing customer needs, organisational priorities and available resources (A/I)

Desirable

- Understanding of modern delivery approaches (e.g. Agile, iterative delivery, DevOps principles)
- Awareness of development approaches across both low-code and full-stack environments

Commitment

Essential

- Commitment to delivering high-quality, user-focused services (A/I)



Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Proactive and flexible approach to work, supporting changing business needs (A/I)

Desirable

- Commitment to attendance, wellbeing and a positive team culture