



JOB DESCRIPTION

Title: Head of Technology Delivery

Reports to: Director of Information Technology

Main purpose of the job

The Head of Technology Delivery is responsible for overseeing the delivery of technology projects and services within the Royal Ballet & Opera. This role involves managing the technology roadmap, ensuring the successful implementation of all technology projects, and supporting the RBOs architectural and business aims and objectives.

Main Responsibilities

- Lead the development and implementation of technology projects, ensuring they are delivered on time, within budget, and to the required quality standards. • Collaborate with all business departments to support the delivery needs of different user groups across the RBO
- Manage the financial aspects of all technology projects, ensuring all are delivered on time and within budget and meet business goals and objectives
- Ensure the smooth delivery of all technology projects and services, including running planning and status meetings, communicating with stakeholders, and removing blockers
- Build and maintain relationships with senior stakeholders within the business and with external third parties
- Support the RBO culture to deliver technical change across the organisation
- Adhere to best practice processes for all aspects of the work and appropriate standards of accessibility and usability across all platforms
- Deliver a high-quality service to internal clients with reference to agreed timescales and SLAs
- Manage and develop a number of teams with varying disciplines including testers, project managers, engineers and architects

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

- Proven experience managing a variety of teams including project managers, architects, engineers and testers
- Strong technical skills and experience in managing technology projects
- Excellent analytical and problem-solving skills
- Strong written and verbal communication skills
- Ability to maintain positive relations with all user groups and stakeholders
- Experience working successfully with cross-discipline teams
- Ability to work collaboratively in a team environment
- Commitment to delivering a high-quality service and high standard of work
- Ability to work to and support a culture of continuous improvement.
- Commitment to managing own learning and continuous professional development relevant to the role.
- Knowledge and experience of delivery techniques including Agile and Waterfall

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

