POSITION DESCRIPTION

Position Title: Delivery Manager	**Direct Manager:** Head of Operations	
Budget Responsibility: None	**Direct Reports:** 0-2	**Indirect Reports:** 0

WHAT YOU'RE HERE TO ACHIEVE

Key purpose:

The Delivery Manager reports to the Head of Operations and is a core member of the Digital Transformation team, ensuring that resources are assigned effectively, work is pre-planned, and operations are well executed. This role will be responsible for overseeing the successful delivery of all Digital Transformation work, ensuring it is completed on time, within scope, and within budget.

WHERE YOU'LL FIT IN #TEAMGALLAGHER

WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
• CIO • CDO • IS Department • Business Stakeholders • Solution Architects • Digital Transformation team • Project Managers • BI Team	• Delivery Partners • Strategic Partners • Contractors

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Operations Execution	• Resource management and coordination across the Digital Transformation team. Ensuring the team is appropriately resourced both internally and externally for all types of work, and team members understand the appropriate priorities. • Manage and triage Digital Transformation Team tickets, appropriately determining ticket type, resource, priority, and communication with stakeholders where necessary. • Ensure SLA is maintained at 95% and above for all Digital Transformation tickets. • Manage the maintenance of Digital Transformation systems to ensure >99% uptime. • Reconciling, coding and approving invoices from external delivery partners. • Collaborate to ensure that work and deployments between teams do not impact each other.
Operational Oversight and Reporting	• Champion best practice within your role and operate to a high professional standard. • Identify bottlenecks in operational processes and opportunities to enhance efficiency and productivity of the wider team. • Monitor day-to-day activities and ensure adherence to established procedures. • Collaborate with other teams to ensure we are meeting our obligations to the business. • Continuously improve, develop and maintain best practice processes for Operations delivery. • Identify potential risks related to IS operations and develop mitigation strategies. • Manage the DT leave calendar to always ensure full system coverage. • Maintain accurate records and documentation related to operational activities. • Generate reports and analyze data to identify trends, issues, and areas for improvement.
Communication, Collaboration & Engagement	• Build relationships with vendors and service providers, collaborating to ensure services and products are delivered as agreed. • Facilitate communication and collaboration between team members and other departments. • Raise any concerns or feedback from stakeholders. • Build and maintain strong relationships with key stakeholders, including senior management, business units, and external partners, to ensure project alignment and support. • Collaborate to resolve blockers and ensure appropriate stakeholders are informed.

	• Influence and inform across all levels and departments of the organization.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience

- 5+ years previous experience in an operational or management role within an IT or Project focused organization.
- Bachelor's degree in Business Management, Computer Science or other relevant degree.
- Previous experience coordinating or managing a team.
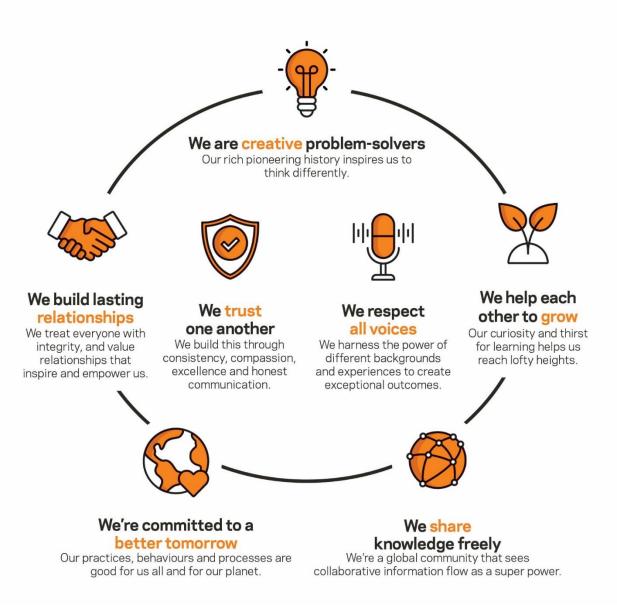- ITIL 4 Foundations Certification

Skills & Competencies

- Ability to strengthen partnerships and relationships with key stakeholders through maintaining a high degree of trust and integrity.
- Exceptional time management skills and the ability to juggle competing priorities
- Exceptional written and verbal communication skills.
- Exceptional time management and organizational skills.
- Experience and ability to work in a fast-paced environment.
- Proactive approach to work, including the ability to anticipate opportunities and challenges and develop next steps.
- Welcomes feedback from others and demonstrates the capacity for growth.
- Proficiency in Microsoft Office Suite.
- Proficiency in task and project planning software such as Jira, Microsoft Planner and Project, and Azure Dev Ops.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

We are creative problem-solvers
Our rich pioneering history inspires us to think differently.

We build lasting relationships
We treat everyone with integrity, and value relationships that inspire and empower us.

We trust one another
We build this through consistency, compassion, excellence and honest communication.

We respect all voices
We harness the power of different backgrounds and experiences to create exceptional outcomes.

We help each other to grow
Our curiosity and thirst for learning helps us reach lofty heights.

We're committed to a better tomorrow
Our practices, behaviours and processes are good for us all and for our planet.

We share knowledge freely
We're a global community that sees collaborative information flow as a super power.

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