

JOB TITLE:	Delivery Manager
ISSUE/DATE:	Version 3.0 20/05/2010
RESPONSIBLE TO:	COO / Head of Business Unit
BAND	1
OVERVIEW OF JOB:	Responsible for ensuring that Kainos' services and solutions meet client needs, targeted profit margins are achieved or exceeded, Kainos quality standards are fully adhered to and that staff development at all levels is achieved. Will also take on senior project or programme management responsibilities as required. Will develop senior client relationships, and handle client issues to mutual benefit of both client and Kainos. Seeks innovative ways of winning and delivering profitable new business to Kainos.
SUMMARY STATEMENT OF JOB:	<ul style="list-style-type: none"> ▪ Responsible for managing all aspects of programmes and projects (internal or external) from initiation to completion, delivering agreed solutions on time, to budget and fit for purpose. ▪ Works closely with the Sales team to develop and deliver a strategy for adding value to the clients, ensuring that expectations are managed proactively and any issues arising are dealt with promptly and appropriately. ▪ Manages and motivates the Kainos project managers and teams, ensuring that all have clear objectives, receive regular feedback on performance and have timely, honest project appraisals completed. ▪ Responsible for achieving or exceeding targeted programme and project profitability plus accurate, timely reporting of all project variables. ▪ Drives the future growth of Kainos by leading continuous improvement initiatives within the Project and Service Management capability while ensuring alignment with the Technology and Consulting capabilities. ▪ Ensures that appropriate Kainos project management and quality standards are developed and adhered to throughout the project lifecycle. ▪ Drives the future growth of Kainos by working closely with Sales & Client Management to identify innovative, profitable solutions that result in additional business opportunities for Kainos. ▪ Takes responsibility for the contract and commercial terms applying to the programmes/projects and ensures that Kainos is not compromised by non-compliance. ▪ Complies, and ensures team members comply, with all confidentiality and non-disclosure policies and/or agreements and ensures security of information at all times.
LOCATION:	Based in a Kainos location but required to work on client site whenever appropriate.

JOB TITLE:	Delivery Manager
ISSUE/DATE:	Version 3.0 20/05/2010
RESPONSIBLE TO:	COO / Head of Business Unit
BAND	1
EXPERIENCE AND CAPABILITIES:	<ul style="list-style-type: none"> ▪ Minimum of 4 years of demonstrable success in a project management role. ▪ Clear evidence of developing and managing sound client relationships and good knowledge of at least one industry vertical (e.g. Financial Services, Health, Government). ▪ Direct experience of at least 2 development disciplines (analyst, coder, architect, tester, etc.). ▪ Experience of at least 2 business applications environments (e.g. EDRM, BPM, CRM, etc). ▪ Broad technology experience covering a wide range of environments and architectures plus a sound awareness of technology trends. ▪ Experience of creating and working to project plans together with handling change controls. ▪ Strong commercial awareness and sound understanding of project dynamics. ▪ Experience of adhering to project management disciplines and quality standards. ▪ Proven ability to manage and motivate team members and lead by example. ▪ Strong ability to make sensible decisions under pressure taking a balanced view of client demands and Kainos commercials. ▪ Strong ability to work to tight deadlines.
PERSONAL ATTRIBUTES:	<ul style="list-style-type: none"> ▪ Affable, credible and can communicate effectively with clients and colleagues, including formal presentations. ▪ Excellent interpersonal skills and strong negotiating prowess ▪ Excellent team player capable of delivering results in less than perfect circumstances. ▪ Mature, non-confrontational style. ▪ Highly flexible (including willingness to work away from home base). ▪ A positive attitude to overcoming the commercial, technical and staffing challenges facing Kainos and clients. ▪ Prepared to work "outside the box" (e.g. taking responsibility for setting up a new Kainos function or location).