

Elegant Resorts

ROLE PROFILE

Job Title: IT Delivery Manager		Date role profile reviewed: May 2017
Reports to: Group IT Director		Department / Business Area: IT – Elegant Resorts – Chester
Role Purpose: To enable the business strategy through innovative focused IT development, IT operational excellence, and IT risk control. This will be successful by bringing the best out of the existing high performing IT team.		
ACCOUNTABILITIES		
Key Result Areas (+%)	Key Tasks	Performance Indicators/metrics
Leadership	<ul style="list-style-type: none"> Work with the Group IT Director to formulate and then drive the IT strategy to enable the core objectives of the business. Motivate, support, and develop the existing strong and skilled IT team to enable the operational reliability and system development progress necessary for the business to fulfil its aims 	<ul style="list-style-type: none"> Have a clear IT strategy and present updates on progress towards goals to SMT each month Team performance enabling company objectives to be met
Team Management	<ul style="list-style-type: none"> Management of the IT Team to ensure they understand what is expected of them, have the tools to do the job, and appreciate how their work is contributing to business priorities. Supplier Management to ensure appropriate contracts are in place, and suppliers are providing value for money and have sufficient capability to service our requirements now and in the future. 	<ul style="list-style-type: none"> Ensure that the team have Job Descriptions and Annual Objectives and that these are reviewed on a regular basis. Hold 1-1s as per company best practice Identify training requirements or other needs (such as software tools) Supplier Contracts in place and Service Review meetings held as required
Project Governance and Delivery	<ul style="list-style-type: none"> Define and lead the IT Project Management standards, processes and tools used by Elegant Resorts. Ensure that whilst these are fit for purpose they do not overly burden the team with unnecessary procedures, meetings, or documentation. Ensure regular project status reports are produced. Project planning should include timetable to delivery, resource plan, RAID 	<ul style="list-style-type: none"> Evidence of Project Governance methodology Demonstration of Project planning and post project reviews against success criteria

	<p>document, and success criteria as a minimum.</p> <ul style="list-style-type: none"> • Run the IT Steering Group in conjunction with the Head of Operations and Projects. Ensure all IT projects are aligned to the strategy and objectives of the business by working closely with the SMT. • Report to the Group IT Director on the status of all Projects on a monthly basis. Escalate any major risks to timelines, resources, costs or potential failure to meet objectives. Discuss and agree prioritisation of projects. 	<ul style="list-style-type: none"> • Regular reporting on status of projects ensuring the detail is appropriate for the various audiences • Holding of IT Steering Group
Operational	<ul style="list-style-type: none"> • Maintain PCIDSS compliance of Elegant Resorts • Implement ISO27001, CyberEssentials, and BS10012. • Work effectively with the Group IT Security Manager • Manage implementation of IT system changes. Ensure all changes are fully planned and tested (both IT and UAT) to ensure minimum business impact. • Ensure a risk list is maintained and resulting mitigation actions prioritised as appropriate. This list would include as examples risks to disaster recovery, business continuity, security, etc. • Ensure systems and processes are documented. • Monitor and review infrastructure and have a 3 year plan for maintenance and renewal. 	<ul style="list-style-type: none"> • PCIDSS compliance maintained • ISO27001, CyberEssentials, and BS10012 certification gained by end 2017 • Evidence of Change Management process • Maintenance of Risk List • Documentation of key systems up to date • Plan for infrastructure maintenance and renewal
Communication	<ul style="list-style-type: none"> • Communicate effectively at a senior level, providing confident presentation of current IT team performance, projects status, infrastructure reliability, and risk level. Respond positively to challenge. • Chair IT Steering Group and present at SMT meetings • Be the key IT contact point for Senior Managers in the business and provide an interface in between business objectives and technical know-how. • Escalate issues to Elegant MD / Group IT Director appropriately • Be able to prioritise incoming requests and ensure focus isn't lost in the everyday demands for IT resource whilst maintaining good relationships with the SMT. 	<ul style="list-style-type: none"> • Excellent relationships across the business • Promote understanding of current priorities and workload in IT

PERSON SPECIFICATION

CAPABILITIES PROFILE – leadership, management or personal skills/knowledge, qualities

Essential:

- Ability to engage well with people throughout a business and understand their roles and responsibilities
- Proven people management track record; managing high performing, technically skilled teams

Desirable:

- Enthusiasm for new and emerging technologies.

<ul style="list-style-type: none"> • Excellent communication skills and delegation skills • Confident at presenting • Understand the objectives of a business and how the various processes relate to these • Easily adaptable to change. Able to manage seemingly conflicting or changing priorities. • Experience working with senior management teams defining and improving processes. • Commercially minded. • Ability to plan, monitor and track with suitable attention to detail; and communicate this appropriately • Extensive experience managing projects and IT infrastructure. • Excellent problem solving skills • Ability to work under pressure • Skilled and thorough at identifying risks and mitigating as appropriate. • Diligent nature 	
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CAPABILITIES PROFILE – technical skills/knowledge

<p>Essential:</p> <ul style="list-style-type: none"> • Highly skilled at shaping diverse and complex objectives into projects with clear and concise deliverables and benefits • Strong stakeholder liaison/management experience • Strong technical background 	<p>Desirable:</p> <ul style="list-style-type: none"> • Working knowledge of travel and booking systems and related APIs, online e-Commerce, CRM systems • Knowledge of Agile methodology • Business process mapping and requirements analysis • ISO27001 / CyberEssentials / PCIDSS experience • Microsoft technology stack experience
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EXPERIENCE & TRACK RECORD

<p>Essential:</p> <ul style="list-style-type: none"> • At least 10 years experience of managing IT Infrastructure and IP telephony at company of at least 100 users. • At least 10 years experience of Project management and delivery • At least 10 years experience of managing development team preferably using Agile methodology 	<p>Desirable:</p> <ul style="list-style-type: none"> •
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QUALIFICATIONS, TRAINING, PROFESSIONAL MEMBERSHIPS or ACCREDITATIONS

Essential

- Degree in related discipline
- Prince 2 foundationAdvanced Project Management (eg: Prince 2 Practitioner)
- ITIL Foundation

Desirable:

- Scrum Certification or other Agile related certification

ORGANISATIONAL INFORMATION

Direct reports:

- IT Operations team of three
- IT Development team of five
- eCommerce Manager

Resources, Scale and Scope of Role, Location and any Travel factors:

- Based in Chester with occasional travel to other locations within ATG (e.g. Clarity sites)

Employee: _____

Date: _____

Manager: _____

Date: _____