

JOB DESCRIPTION

Job title: Director of Delivery	Team:
Location: London	Reporting to: Managing Director
Current Incumbent: Vacant	No. of Direct Reports: up to 4
Employment Status: Full Time	

Background to Dr Foster

Dr Foster works with healthcare organisations to achieve sustainable improvements in their performance through better use of data. We are the leading provider of healthcare analysis and clinical benchmarking solutions worldwide: our specialist teams share their world class expertise with healthcare leaders in hundreds of leading hospitals and commissioning organisations. Dr Foster is a wholly owned subsidiary of Telstra Health.

Purpose of the role

- As a member of the Dr Foster Senior Leadership Team lead the development, execution and delivery of the organisations programme of work in line with Dr Foster and Telstra Health's overarching strategic plan.
- Lead, mentor and contribute to the ongoing skills development of the Dr Foster Programme and Delivery teams
- Demonstrate commitment to, embrace and evangelise our company's values, which are: Working Better Together, Showing You Care, Making the Complex Simple, Trusting Each Other to Deliver, and Finding Your Courage.

Key Responsibilities/ Accountabilities

- Lead the implementation of a best practice Delivery and Programme Management function including practice, templates, policies, tools and partnerships to expand and mature these capabilities for the organisation
- Build and own strategic relationships with Dr Foster clients and stakeholders and proactively align the client requirements with Dr Foster's offer
- Negotiate service-oriented, measurable and achievable commercial terms and conditions for all new client business and ensure delivery to business objectives, contractual obligations, and achievement of client expectations while protecting Dr Fosters business
- Ensure alignment of Sales, Technology and Delivery teams enabling client business outcomes and customer satisfaction based on sustainable and achievable business and commercial terms and proactively position new and future services in order to enable business
- Manage the client relationship and client expectations by ensuring all service levels are being achieved, incidents and issues are managed to resolution and performance reporting is provided in a timely manner
- Lead program management including deliverables, milestones, schedules, client satisfaction, compliance, commercial, billing, cost and margin
- Lead and be financially accountable for the budgeting, financial management and corporate governance of Dr Foster's Programme and Delivery function.
- Oversee the planning for all business projects, their analysis, development, delivery and execution in line with the Dr Foster Strategic Plan across all of Dr Foster,
- Lead the Delivery team at Dr Foster by mentoring and developing team members to achieve and exceed project goals

Job Descriptions only reflect 80% of a role, and are not an exhaustive list of duties.
You are expected to carry out other activities that are within the scope of the role.

- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence
- Report on agreed KPI's and commercial outputs to the SLT and Telstra Health Leadership Team.

Knowledge and Skills Required

(To effectively perform the role, the position holder must have the following skills, experience, qualification)

Essential

- Significant experience in programme leadership, the successful delivery of complex projects and financial controls including demonstrated experience in directly managing and/or contributing to the management of key strategic business projects and plans
- A passion for and ideally understanding of the digital landscape, data intelligence or healthcare sectors
- Understanding and applying programmatic planning, coordinating and controlling methods to drive achievement of project outcomes Drives world class project management approaches across the enterprise
- Stewards enterprise project investments, driving strategic and transformational change
- Leads project integration across our entire enterprise portfolio, shifting resources and support to drive benefit realisation
- Understanding of and commitment to the principles of Agile project leadership
- Considerable demonstrated experience as an executive level Programme leader or Delivery leader with the ability to work cross functionally to deliver outcomes
- Expert level financial acumen and budget management skills
- Applying business and commercial fundamentals and success criteria to inform planning and decision making
- Apply lateral and creative thinking and provide leadership that drives innovative alternatives and solutions that have long standing, organisation- wide impact.
- Builds and sustains relationships with stakeholders that advance organisational objectives and champions important issues
- Established people leadership skills that develops talent, grows individual capability and enables
- Line management responsibilities will include hiring, nurturing and successfully retaining the sales team's best talent, through regular performance management (cascading, and monitoring against KPIs), 1-2-1 meetings, identifying development needs and inspiring the team to deliver their best work.
- Driving a culture of accountability in our people and teams to ensure we meet our customers' needs and deliver what we set out to achieve
- Demonstrable superior written communication, influencing and interpersonal skills.
- Excellent problem solving and analytical skills and evidence of delivering solutions which are creative, innovative and flexible
- Ability to regularly communicate with leaders and stakeholders via the appropriate communication channels, regarding availability and project updates. Evidence of multiple successes in working through and contracting for solutions that address customer challenges.

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- Openly questions established approaches and conventional wisdom and acts on opportunities for change. Ensures systems are in place to support staff in adjusting to change.
- Commits to achieving key outcomes for the organisation. Demonstrates personal drive, focus and energy. Galvanises others to act.
- Consults broadly to obtain buy-in, recognises when input is required. Builds a culture of respect and understanding across the organisation. Communicates the importance of consultation with others.
- Quickly and easily reads the environment and cues from others to assess when and how to change planned approaches. Uses a variety of influencing approaches tailored to different clients, stakeholders and stakeholder groups. Displays empathy and listens carefully to others and checks to ensure their views have been understood.
- Drives a culture that values diversity and inclusiveness.

Desirable

- Qualifications and/or industry recognition in the field of Accounting/Finance/Commerce and/or health asset management, or relevant experience in related fields including local government, local authorities, social care, and/or similar software development companies within the healthcare.