



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Technology Delivery Specialist
Service	Chief Executives Office
Team	DDaT - IT Tech Support Team
Location	Hybrid - Shute End and Working from Home
Reports to	Technology Operations Manager
Responsible for	No direct reports
Grade	Grade 10
Contract Type	Permanent Full Time
Hours	Full Time

Main Accountabilities	
1.	Responsible for supporting the daily delivery of Infrastructure projects across Council Directorates.
2.	Responsible for coordination of a strategic portfolio, working closely with Business Change Managers, PMO and Project Managers to ensure successful implementation and impact management
3.	Accountable for the tracking of Programme level related risks across the Council with appropriate escalation and facilitation of risk and assurance sessions with senior leaders to understand potential issues, seek mitigations and provide successful delivery of services.
4.	Accountable for maintaining PMO Framework and processes and internal Project and Programme Management expertise that will ensure WBC has a sustainable, long term approach to Programme and Project Management
5.	Leading, motivating, and developing staff involved with IT in line with delivery requirements, to achieve consistently high employee engagement and performance, including line management responsibilities if required.
6.	Contributing to strategy, performance and quality control, and service and financial planning for specialist areas.
7.	Working collaboratively with colleagues and strong stakeholder management skills e.g. with members, partners, other stakeholders.
8.	Assisting the development of the Service across the organisation including mentoring staff in order to improve delivery of Programmes and support career development.





9.	To undertake any other duties commensurate with the general levels of responsibility of the post.

Person Specification	Essential	Desirable
Education/Qualifications	Relevant Programme and Project Management qualification or skills and experience (MSP or similar).	Member of a relevant professional body or chartered institute.
	Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude).	Knowledge of local government and particularly transformational Government and efficiency agenda.
Technical Skills	Ability to grasp and interpret high and low level technical infrastructure designs, technical concepts and documentation.	
	Ability to articulate technical concepts and designs to stakeholders across the business with varying levels of technical understanding	
	Able to pass on knowledge to colleagues in a clear and controlled manner	
	Highly developed organisational skills	
	Demonstrable ability to work in a team	
	Good communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing notes for presentation to Project Groups, at Programme level, to Senior Managers or elected members.	
	Good inter-personal skills with the ability to work with all stakeholders including Councilors, Directors, Heads of Service, officers, contractors, partners to agree and deliver the required outputs.	
	Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, Project & Visio).	





Experience	Proven ability in managing projects, other managers and staff to achieve agreed outputs, within budget, including benefit realization.	A knowledge of Business Improvement and supporting technologies would be an advantage.
	Experience working with and alongside technical infrastructure teams including managing technical projects	
	Proven experience of delivering projects such as Wide Area Network (WAN), Wireless upgrades and Data Centre moves.	
	Proven experience and evidence of working in multiple technical infrastructure disciplines (server, storage, networks, database, security)	
	Ability to work on own initiative, to solve problems, and to take decisions to secure required results.	
	Demonstrable ability to prioritise Projects and activities including the ability to handle competing claims on time, and to keep calm in a crisis or difficult or challenging situations.	
	Ability to give support, advice and assistance on Project and Programme Management methodologies.	
	Ability to produce clear and concise documentation.	
	Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form judgements and make decisions.	
	Programme and Project Management experience with evidence of successful delivery of significant and complex projects including the identification, recording and tracking of expected benefits from the project during the Project lifetime.	
	Experience of using Microsoft applications including Word, Excel, MS Project, MS Visio, PowerPoint.	
	Experience or application of a recognised Project and/or Programme Management methodology.	
	Proven experience of Programme Management, liaising with managers and staff at all levels.	
	Experience of managing staff.	
	Proven experience and evidence of working with 3rd party providers,	





	suppliers or consultants in the delivery of significant and complex projects.	
Behaviours/Attributes	Works within the Council's "competency framework" and adheres to the Code of Conduct and the Council's Constitution.	

Purpose Details	
Service Purpose	Drive, lead and manage major and complex change to increase the efficiency and improved outcomes for Wokingham, ensuring involvement and engagement with key stakeholders. Working collaboratively with the senior leadership teams of the Council and stakeholders to deliver the corporate objectives of the Council.
Role Purpose	<p>The post-holder will be responsible for the successful delivery and monitoring of core strategic programmes within a portfolio of change, with a proven experience of delivering projects such as Wide Area Network (WAN), Wireless upgrades and Data Centre moves.</p> <p>They will focus on programme objectives, programme level risk and issue management and benefits to be owned, measured and tracked.</p> <p>They will engage with cross-functional senior stakeholders to drive good governance across the programmes and ensure information is clear and transparent, support change management, maximise opportunities, escalate issues and address any resourcing impacts.</p> <p>They will assure the quality and accuracy of reporting across programmes, capture and disseminate lessons learned and emerging best practice to drive present and future programme development.</p> <p>They will be integral to the Business Change and PMO departments to align and work within a framework for consistency of outputs, shared information and processes.</p> <p>Monitoring of the Infrastructure project/programme delivery</p> <p>Responsible for tracking of project/programme scope and benefits</p> <p>Managing project budget and resource requirements for projects</p> <p>Managing project/programme level risks, issues and interdependencies within IT project delivery</p> <p>Resolving issues and dependencies with other Project managers and Technology Operations Manager as necessary</p>

Supervision and Relationships	
Supervision Received	<p>Reports to the Technology Operations Manager who will provide general line management</p> <p>Dotted line to the Service Manager - IT Architecture</p>
Supervision Given	Matrix management of technical resources
Contacts	Internal Council Departments; External organisations such as electrical contractors and IT service providers.





Resources/Budget Management

No management responsibility for budgets.

Special Requirements

Ability to travel to a variety of locations in the borough, work out of hours when required on projects.

•The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	Y
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N





Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Council offices, care homes and residential homes.

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	No
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
As required

Evaluation Declaration	
Date of Evaluation:	01/02/2026
Evaluated by:	Rory Kirkpatrick, Technology Operations Manager

