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| DBS Disclosure Required: | Yes |  | No | X | Standard | |  | Enhanced | |  | Enhanced  + | |  |
| Summary: | | | | | | | | | | | | | |
| Oversee the planning and Technology resource allocation activities to support the leadership of the strategic programme, forming part of the Corporate Planned portfolio. To enable efficient and well-resourced Change the Business teams to support the successful and timely programme/project completion. The Resource and Planning Manager is an important and central source of resource allocation guidance and support across all the Programmes and a critical part of supporting the objective to ensure our resource allocation is robust and operationally excellent and cost effective. The Resource Planning Manager has responsibility to work cross functionally within Technology, ensuring that all technology teams are able to provide the right people, at the right time so that the delivery of the CTB Programmes is supported. The Resource Planning Manager will facilitate the identification and creation of new roles within the CTB technology pool, and co-ordinate recruitment activities, working collaboratively with Technology people managers and CTB Programme/Technology Leads. | | | | | | | | | | | | | |
| *Key Responsibilities / Deliverables:* | | | | | | | | | | | | | |
| Main Accountabilities: List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | | | *Time (%)* |
| 1. Leadership and management   * Understand the complex technology landscape and use expertise to provide recommendations to senior leadership about the size/shape of technology teams within CTB. Ensure all resource demand profiles are clearly understood and that technology resource capacity aligns across the CTB programmes * Define best practice for resource management within the CTB Portfolio team, setting out guidance for how technology delivery squads should be structure to best meet the needs of each Programme. * Use expert knowledge of a wide range of technology roles to ensure efficiencies and cost savings are met by identifying opportunities for resources to be deployed across the entire portfolio, rather than being constrained to an individual programme * Drive the efficient use of technology resources to achieve objectives in line with business cost structures and requirements * Provide clear and visible leadership making sure we have the right technology resources with the right skills to deliver the programmes * Support and mentor the CTB technology team to support the successful delivery of the CTB programme | | | | | | | | | | | | | 25 |
| 2. Strategy / achieving objectives   * Provide resource forecasting based on plans provided by Programme & Tech Leads for each CTB Programme. Providing a yearly forecast, ensuring continued engagement to review and adapt plans, working with key stakeholders from Technology, Finance and the wider business. * Understand the priorities set for technology resource allocation * Proactively manage the technology resource roadmap, one that quickly adapts to, and meets, changing business priorities ensuring alignment with business strategy and identify future opportunities * Anticipate skills gaps and provide mitigation for associated risks, including making recommendations for short- or long-term recruitment, or use of third-party suppliers to scale up, when necessary. * Maintain a holistic resource loading view for high-level planning purposes. * Ensure that CTB resourcing is adequately equipped to support the IT Vision and Strategy, anticipating where forecast resource plans may be required to adapt in order to continue to meet the level of service required. * Additional duties as required by management, this may include travel between L&Q sites | | | | | | | | | | | | | 25 |
| 3. Working with others – internal   * Work closely and collaboratively with CTB team members, RTB leads and technology function leads to support the allocation of resources to best effect * Strong influencer and able to operate at all levels to ensure effective and efficient use of time and resources * Work closely with the CTB PMO and RTB teams to make sure there are no technology resource bottle necks during programme delivery * Work closely with Tech Leads to make sure they have the right plans and skills matrix in place to be able to match and allocate the right resources at the right time. * Create and manage CTB skills matrix, identifying skills gaps and provide recommendations to CTB Leadership team for how to address any risks identified | | | | | | | | | | | | | 20 |
| 4. Working with others – external   * Plan for third party support and partner interaction where required – determining shortfalls in technology capacity ahead of schedule * Responsible for coordinating the development and management of 3rd party resource partners and the relationships * Work collaboratively with key stakeholders and partners as required, including 3rd party contractors or consultants | | | | | | | | | | | | | 10 |
| 5. Budgetary responsibility  • Responsible for reporting on resource budget, actual and forecast expenditure | | | | | | | | | | | | | 5 |
| 6. Compliance  • Maintain a register of resourcing and capabilities across L&Q Technology to ensure capabilities are broadly spread to best effect | | | | | | | | | | | | | 5 |
| 7. Records and systems   * Understand the relationship between resource management patterns and business outcomes * Report on resource management & capability demand across Technology * Report on return on investment of projects and product teams | | | | | | | | | | | | | 5 |
| 8. Risks  • Maintain risk register on resourcing, escalating to wider PMO | | | | | | | | | | | | | 5 |
| Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | | | | | | | | | | |
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| People Responsibility:  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | | | | | | | | | | |
|  | | | | | | | | | *Direct Reports* | | | *Indirect Reports* | |
| Total Employees | | | | | | | | | 6 | | |  | |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| Technical Knowledge/Skills: *Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications* | | | | | | | | | | | | | |
| List of technical knowledge/ skills required to successfully perform the job role, including professional qualifications | | | | | | | | | | | | | |
| • Experience of managing multi-disciplinary technology teams, including but not limited to application development, testing and integration is essential. | | | | | | • Significant experience of Programme and Project management in a complex technology landscape. | | | | | | | |
| • Experience in resource forecasting and reporting for a mid-large IT organisation, including risk management and mitigation. | | | | | | • Strong Microsoft Office and planning skills   * Visio * PowerPoint | | | | | | | |
| • Experience working within an Agile and Waterfall environment.  Qualified Scrum Master and Prince2 Practitioner | | | | | | • Knowledge of planning tools such as:   * MS Project * Azure Devops * Workfront | | | | | | | |
| • Excellent communication and influencing skills, and able to work collaboratively within a team.  Mentoring and coaching experience is essential | | | | | | • Effective Decision Making; influencing and planning. Possesses strong ability and confidence to make reasoned decisions, using research, data and insight | | | | | | | |

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| L&Q Values:  *Our guiding principles that describe how we deliver our mission and vision through our behaviours and actions.* |
| People: We care about the happiness and wellbeing of our customers and employees  Passion: We approach everything with energy, drive, determination and enthusiasm  Inclusion: We draw strength from our differences and work collaboratively |
| Responsibility: We own problems and deliver effective, lasting solutions  Impact: We measure what we do by the difference we make |
| Standard responsibilities expected of each employee: |
| * Commit to supporting London & Quadrant’s environmental policy and social mission * Comply with all London & Quadrant’s Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks * To promote London & Quadrant’s core values and ethos, modelling the associated desired behaviours * To foster constructive and collaborative working relationships with colleagues inside and out of the department. * To participate in any continuous improvement of service delivery * To respect the need for confidentiality when processing personal/customer in line with the General Data Protection Regulations * Other such duties as may be required from time to time. * PEOPLE MANAGERS ONLY: carry out expected line management of staff (absence, probation, disciplinary, grievance, capability, performance objective setting, appraisal review, recruitment) in line with L&Q policy and procedures. |