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Business Engagement and Development Manager

* Deliver the planning activity and deployment of several concurrent IT hardware and software projects across the pharmacy estate
* Manage third party suppliers and hold to account, to ensure activity aligned and to timescale
* Lead weekly project update meetings with internal and external stakeholders to ensure each plan is running as expected
* Liaise effectively with key business contacts and project group members, creating status reports
* Track third party spend against approved budgets
* Agree and design rollout plans for concurrent IT projects including IMAC requests
* Maintain a technical understanding of the changes been deployed across the pharmacy estate and identify any interdependencies
* Liaise with Subject Matter Experts to ensure rollout plans capture all required actions and impact to business users
* Create and maintain deployment and technical documentation for each rollout
* Manage all IMAC requests and all acquisition activities for the IT team
* Manage and execute IT disposal activity

**Problem Solving & Change**

* Strong rollout knowledge ensuring plans are tracked, maintained and statuses updated.
* Ability to hold external suppliers to account, ensuring engineers and hardware arrive on time and where expected, coordinating several vendors concurrently.
* Identify where issues may arise when actions are not completed as expected and take corrective action.
* Reacting to day-to-day queries with the ability to work 12 weeks ahead.

**Knowledge Skills Experience**

* Experience in delivering IT delivery co-ordination\project management.
* A team player who can work in both agile and traditional environments.
* Experience of maintaining plans, communications and installation documentation.
* Ability to resolve queries and hold suppliers to account.
* Ability to manage own workload to ensure appropriate support is given to each project.
* Good communication skills and ability to plan at least 12 weeks ahead.
* Ability to spot potential issues before they occur and highlight to SMEs
* Ability to work out of hours to support disposal activity when SMEs may not be available
* Is not good at co-ordinating activities across multiple vendors
* Is not productive when managing conflicting priorities
* Cannot work with people they have no authority over
* A team player with a positive attitude
* Thrives in an environment where multi-tasking is required
* Ability to work using own initiative

Version Control: <<Date updated mm/yy>> / <<Version Number 0.0>>

0

**Total No. Reports**

0

**No. Direct Reports**

**Reports to**

**Primary Accountabilities / Responsibilities**

To manage and lead activities related to IT deployments, through the prioritisation of activity. To work with external suppliers to approve project and rollout plans, producing stakeholder reports, tracking milestones and actions. To direct suppliers where activity is needed to remain on plan, and holding to account for delivery, or to liaise with internal stakeholders to modify plans and escalate concerns. Responsible for IT acquisition, disposal and Install Move Add Change (IMAC) activity.

**Purpose**

**Role Band 4L**

**Job Profile:** Technical Delivery Co-ordinator (IT Team)

**Someone will not succeed if…**

**Would suit someone who…**