

Job Description

Job title	Transformation & Delivery Manager
Team	Change & Innovation
Department	COO
Band	H / P3
Reporting to	Senior Transformation & Delivery Manager – Investment
Management responsibility	No

Purpose of the job

British Business Bank is the economic development bank for the UK with a purpose of making finance markets work better for SMEs through a variety of equity, debt and guarantee financial products. The bank operates through the existing ecosystem of financial institutions to improve the supply and diversity of finance whilst also contributing to major domestic agendas such as transition to net zero.

We are seeking an experienced Transformation & Delivery Manager to join our Change & Innovation team to support our Investments business. This individual will be responsible the delivery of key initiatives by combining delivery management and product ownership responsibilities. The role ensures that teams deliver outcomes efficiently, continuously improve their ways of working, and align delivery activity to strategic business priorities.

Working under the guidance of a Senior Transformation & Delivery Manager, this role helps translate strategy into action, maintaining focus on both end user value. Acting as a bridge to meet business objectives and technical execution, the role ensures that outcomes are delivered efficiently on time and within scope. They enable high-performing teams, manage delivery risks, and foster continuous improvement.

Main duties

Product Ownership

- Contribute to defining product vision, objectives, and success metrics.
- Maintain and refine product backlogs in collaboration with stakeholders and delivery teams.
- Translate business needs into clear user stories and acceptance criteria.
- Work closely with design, development, test and other stakeholders to clarify requirements and ensure shared understanding.
- Help prioritise work to maximise value delivery and manage trade-offs.
- Gather feedback and use data to inform incremental improvements.

Project Delivery

- Oversee end-to-end delivery of projects and initiatives, ensuring successful outcomes that meet business and customer needs.
- Manage project scope, timelines, budgets, and risks.
- Plan, coordinate, and track delivery schedules, dependencies, and milestones.
- Manage risks, issues, and blockers proactively to maintain delivery.
- Ensure delivery aligns with organisational objectives, technical standards, and quality expectations.

Stakeholder Management

- Act as a primary point of contact between delivery teams and business stakeholders.
- Communicate delivery progress, timelines, risks, and dependencies clearly and regularly.
- Manage stakeholder expectations and balancing priorities.

Governance and Reporting

- Maintain accurate delivery plans, progress reports, and performance dashboards.
- Track and communicate key metrics and delivery performance.
- Support the implementation of consistent delivery frameworks and governance processes.
- Prepare and facilitate key project forums e.g. Sprint Planning, Sprint Retrospectives and Steering Groups.
- Ensure compliance with organisational standards, policies, and regulatory requirements.

Continuous Improvement

- Identify opportunities to enhance delivery efficiency, delivery and quality.
- Promote a culture of continuous improvement by reflecting on performance and implementing process improvements.
- Champion the adoption of Agile tools and practices that improve visibility, collaboration, and outcomes.

Team Enablement

- Work closely with cross-functional teams to ensure effective collaboration and delivery.
- Support raising awareness in Agile principles and best practices (Scrum, Kanban, or hybrid frameworks).
- Remove delivery obstacles and create an environment where teams can focus on achieving outcomes.
- Foster a culture of accountability, transparency, and continuous learning.

Knowledge and experience

- Extensive experience in a Product-related, Delivery Management, project management or product or in a similar delivery-focussed role
- Proven track record of successful delivering cross-functional projects.
- Demonstrated ability to manage budgets, timelines and dependencies.
- Excellent communication, facilitation, and stakeholder management skills, with experience facilitating sprint planning, retrospectives and key stakeholder forums e.g. Steering Group.
- Credible understanding of Agile and Scrum frameworks.
- Detail orientated, with ability to clearly translate business needs into business and technical requirements.
- Effective planning, analytical and problem-solving abilities.
- Proficient in delivery management tools such as Jira, Confluence, or similar.
- Credible understanding of governance, regulatory, and compliance frameworks within a Financial Services organisation.
- Reliable risk management skills to safely ensuring effective delivery across product, operations, data and technology.

Internal and external stakeholders

- Chief Operating Officer
- Investment SLT members
- Operations
- Finance
- Procurement
- Risk
- HR
- Legal
- External:
 - Strategic third-party vendors
 - Technology
 - Operations
 - Data

Budgets / Delegated Financial Authority / fund size / scope of investments

Budget: Allocated Project Budget
 Delegated Financial Authority: N/A
 Fund size: N/A

Key competencies/behaviours

- **Product Thinking:** Understands how to translate business goals and user needs into meaningful outcomes.
- **Customer-Centric Mindset:** Advocates for the end user at all stages of the product lifecycle.
- **Strategic Delivery:** Able to connect delivery outcomes to strategic business objectives, ensuring alignment across teams and initiatives.
- **Continuous Improvement:** Continuously improves delivery processes, leveraging metrics and feedback to optimise efficiency and quality.
- **Stakeholder Management:** Builds trust and credibility with senior stakeholders through transparent communication and dependable execution.
- **Collaboration and Communication:** Builds collaborative relationships across cross-functional teams and communicates effectively with technical and non-technical stakeholders. Facilitates alignment through transparency and understanding.
- **Adaptability and Resilience:** Thrives in a fast-paced, changing environment. Adjusts priorities quickly when faced with new information or changing business needs, maintaining focus on delivering value.
- **Risk and Issue Management:** Anticipates, identifies, and mitigates risks proactively to maintain delivery.

Qualifications

Bachelor's or Master's degree in business, management, finance or related field is preferable but not essential. Candidates with relevant experience for the role will be considered.

Desirable: Certified Scrum Master (CSM), SAFe Agilist, PMP, Certified Scrum Product Owner (CSPO) or equivalent certification.

Is this a regulated role?

No