

Job Description

Job Title: Head of IT Portfolio Delivery – HA Markets		
Division: IT	Location: Hybrid / Andover	Job Family: IT
Main Purpose: This role sits within Group IT and is accountable for the end-to-end delivery of one of the three Group IT delivery portfolios (Enterprise (Back Office), HA Markets, or LD&S Business). Group IT operates a matrix structure in which people work in vertical “Towers” of capability (Business Systems, IT Operations and PMO) but are deployed horizontally to Portfolios that are accountable for business outcomes. The Portfolio Delivery Lead owns the delivery roadmap for their portfolio, converting business demand into a resourced, sequenced plan and working across Tower boundaries to secure the people needed to deliver it. The role acts as the primary IT delivery interface for the relevant business sponsors, and works closely with the Tower Heads and fellow Portfolio Delivery Leads to resolve competing priorities across the matrix. This role does not carry permanent line management responsibility for Tower resource, but is expected to provide day-to-day direction to resource assigned to the portfolio for the duration of active work.		
Core Accountabilities: 1. Own the end-to-end delivery roadmap for the portfolio, converting Group IT strategy and business priorities into a resourced, sequenced plan of programmes and projects. 2. Act as the single point of accountability for portfolio outcomes, tracking progress, cost, risk and benefits against the agreed roadmap phases. 3. Convert business demand into clearly scoped initiatives, ensuring intake is prioritised, sized and aligned to the wider Group IT strategic roadmap. 4. Maintain a live view of portfolio health (RAG status, dependencies, benefits) and report this to the CIO, IT Leadership Team and business sponsors. 5. Work with the Heads of Business Systems, IT Operations and PMO to secure and sequence the resource needed to deliver the portfolio plan, resolving competing demand across portfolios where it arises. 6. Provide clear, well-formed requirements and priorities into the Towers so that shared teams (development, testing, infrastructure, service desk, analysis) can plan capacity with confidence. 7. Escalate resourcing conflicts, scope gaps or capability shortfalls promptly and constructively, working with peer Portfolio Delivery Leads and Tower Heads to find resolution before it threatens delivery. 8. Act as the primary IT delivery interface for the relevant business sponsors, translating business strategy into a credible, jointly-owned delivery plan. 9. Chair or contribute to portfolio governance forums, providing transparent, timely reporting on progress, risks, costs and decisions required. 10. Represent the portfolio at Group IT governance and planning cycles, ensuring the portfolio roadmap is reflected in the wider multi-year Group IT plan. 11. Support annual and in-year budget / planning cycles for the portfolio, providing accurate cost and resourcing input.		

12. Contribute to the ongoing maturity of the Group IT matrix operating model, sharing lessons learned across portfolios and identifying opportunities for AI-enabled or automated delivery approaches.		
Key Outputs/Results: - Successful delivery of the portfolio's projects and programmes to agreed scope, quality, time and cost, with clear traceability back to the business case and intended outcome. - Support the release of major and minor enhancements, and maintenance releases, ensuring all are delivered effectively and optimise the cadence and use of the environment landscape. - Design and land change (major and minor) within the portfolio, ensuring the right emphasis on business process change, stakeholder readiness and IT service transition. - Smooth transition of new or changed services into business-as-usual support, with service acceptance criteria met and operational teams (Service Desk, Infrastructure, Business Systems) ready to support what has been delivered. - Where possible, benefits tracked and evidenced against each project, programme and change closed within the portfolio, with lessons learned captured and fed back into planning. - Portfolio-level plan, RAID log and financials kept current and accurate, giving the CIO and business sponsors a reliable single view of delivery, risk and spend at any point in time. - Ensure support and delivery tasks follow IT management processes accurately, and where appropriate recommendations are suggested to enable continuous improvement.		
Resource Accountabilities:		
Financial (Direct and Indirect): Work within the agreed portfolio and Group iT budget.	People (FTE – Direct and Indirect): None direct; matrixed delivery resource drawn from the Business Systems, IT Operations and PMO Towers for the duration of active work.	Other Measures (e.g. Revenue/Equipment/Property): N/A
Key Relationships: - Member of the Group IT Leadership Team, reporting to the CIO. - Heads of Business Systems, IT Operations and PMO (Tower Heads). - Business Unit SLT members and portfolio sponsors (HA and/or LD&S, as applicable). - Fellow Portfolio Delivery Leads. - Internal IT service and project delivery teams. - Key technology and delivery partners / suppliers, as required.		
Essential Knowledge: - A minimum of five years' experience leading complex IT delivery portfolios or major programmes. - Portfolio, programme and project management methodologies (e.g. MSP, MoP, PRINCE2, Agile / SAFe). - Delivery governance, benefits tracking and RAG-based reporting. - Budget management and cost / value trade-off analysis for a portfolio of work. - Operating within, and leading through, a matrix organisation structure.		

- Working knowledge of Group IT's technology landscape and the shared services delivered through IT Operations, Business Systems and PMO.
- Basic understanding of ITIL.

Successful Experience:

- Able to work effectively as part of a geographically diverse and inclusive team, spanning multiple business units.
- Demonstrate a logical, structured and analytical mindset, with the flexibility to resolve ambiguity and competing priorities calmly.
- Proven experience engaging confidently with senior business stakeholders (SLT-level) to shape, prioritise and land a delivery roadmap.
- The role includes significant stakeholder interaction, so requires an ability to relay complex topics in plain English, and with the rigour required in a professional business environment.

Competencies:

- Strong stakeholder management and influencing skills; comfortable driving outcomes through negotiation and relationship rather than formal authority.
- Commercially and financially literate.
- Self-motivated and able to prioritise and manage own time across multiple concurrent workstreams.
- Collaborative style that reinforces – rather than undermines – the matrix operating model.
- Proven ability to work independently, and as part of a team.

Created by (Signature):
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