Job Description

Basic Job Information

Job Title	IT Portfolio Delivery Manager
Brand/Function	Information Technology
Department	Portfolio Delivery
Job Grade	E
Location	Blakelands
Role Reports to	Head of Portfolio Delivery
Direct Reports	3
Budget Accountability	Yes – Agreed annually with Director

Job Purpose

The IT Portfolio Delivery Manager is responsible for the specific Projects assigned to the VWG UK IT Portfolio. Projects will support the delivery of Infrastructure and Technical Projects within VWG UK IT working with the IT Operations function. They will work across the Operations and Infrastructure teams to identify critical IT Projects that must be delivered to manage core Security and Lifecycle topics.

The Portfolio Manager's Portfolio will range in value from £3-£4 million.

Responsible for both assignment and line management of the Project Manager's ensuring they manage all business and technical activity (with internal and external partners) to deliver Projects in line with quality and scope objectives as well as on time and within budget.

To support the Head of Portfolio Delivery and Software Development in providing accurate financial and status information and supporting key stakeholder management activities.

Key Areas of Responsibility

- Responsible for the delivery of the portfolio demand to time, budget and quality.
- Supporting PMs in delivery, risk assessment, costing and executing detailed plans using defined tools, methods, processes & procedures.
- Line management of the Project Managers as well as allocating and supporting them in the Delivery of the Portfolio.
- Working with IT Operations and Infrastructure teams to agree the roadmap for delivery, specific to IT Projects and Lifecycle Management.
- Supporting the Head of Portfolio Delivery and Software Development with Portfolio Planning, Forecasting and Communication.
- Determining the methodologies and approaches to deliver Projects in line with VW standards and ensuring their adoption (IT PEP, Waterfall, Agile).
- Defining, securing, monitoring and controlling the resources required to manage and execute Project activity.
- Plan, define and scope assigned Projects to company standards using defined tools, methodologies, processes and procedures, to create well defined projects which align with Business and IT strategies.

- Ensure that Project, quality, change control and risk management processes are implemented on all assigned projects, so that any issues and risks can be identified and responded to.
- Acquire the resources and skills needed to create a Project team that can deliver the project objectives, managing performance as required to ensure projects are delivered within agreed parameters of cost, timescales and quality.
- Monitor and control resources (including third parties) and costs against the project budget.
- Responsible for the assessment, selection, performance and ongoing management of third-party providers engaged in delivery.
- Responsible for providing transparent documentation of the Project to agreed VW standards, so that there are auditable records as per the IT PEP methodology.
- Ensure Projects are effectively, documented, implemented and handed over to those parties charged with ongoing support, maintenance and development.
- Provides effective leadership to the project team and takes appropriate action to ensure the team performance doesn't deviate from agreed tolerances.
- Ensures that projects are formally closed and, where appropriate, subsequently reviewed and that lessons learned are recorded and implemented.
- Manage assigned Projects from initiation to close (and review where appropriate), in line with defined company standards, to ensure that projects are delivered to agreed cost, time and quality measures, and meet their overall objectives.

Compliance Responsibility

Working Relationships

- Collaborating with key stakeholders across the IT Service and Operations team
- Working with the VWG UK Architecture team
- Managing multiple third parties and the VWG UK Managed Service supplier

Skills

- Skilled in managing hardware/software lifecycle processes including end-of-life planning, patching, and refresh cycles.
- Ability to deliver against infrastructure roadmaps including upgrades, migrations, and decommissioning plans.
- Understanding of ITIL-aligned change, release, and configuration management practices.
- Expert in Portfolio and Project management with a deep understanding of the delivery lifecycle and Agile and Waterfall methodologies and RAID
- Formally trained in project and programme management including financial management.
- Strong understanding of business and IT processes
- Broad understanding of IT in general, with good awareness of IT market and technical issues
- Articulate with ability to influence at senior management level and lead effectively at working level.
- Excellent written, verbal and presentation skills
- Able to lead a team to complete assigned objectives.
- Strong influencing and negotiation skills

- Proactive and takes ownership for resolving issues.
- Ability to build effective stakeholder relationships.
- Must be diplomatic and persuasive.

Experience

- Proven delivery of infrastructure and lifecycle Projects in a regulated or enterprise-scale environment.
- Experience managing cross-functional teams and external delivery partners.
- Expert in project management, having successfully delivered complex projects.
- Experienced in management of commercial and stakeholder relationships.
- An excellent understanding of IT project methodologies, process and procedures.

Qualifications

- PRINCE2 Practitioner or PMP certification.
- ITIL Foundation (or higher) to align with IT Operations
- Agile certifications (e.g. SAFe Agilist, Scrum Master).
- ISO 27001 or ISO 20000 awareness for infrastructure and service delivery.
- MSP (Managing Successful Programmes) for broader portfolio oversight.

Career Pathways

Version Control

Date	Version No.	Reviewed by	Comments/Action
October 2025	3	P Mercer	
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on Life Online and therefore this document is uncontrolled if printed.			