



Job Description

Job Title:	Resource and Workflow Manager
Directorate/Team:	Technology & Insight Directorate
Location:	16 Summer Lane or other site/location
Responsible to:	Business Management Unit Lead (Technology & Insight)
Responsible for:	1 plus matrix influence across Product, Data, Corporate IT, TSI, EA, Corporate PMO, and technical delivery teams
Key working relationships: (internal)	CTIO; Directors of Technology and Digital & Product; Heads of Product, Data, Corporate IT, TSI; Enterprise Architect; Corporate PMO; Finance; HR; Legal; Audit; Information Governance
Key working relationships: (external)	Technology suppliers; delivery partners; consultancy support; managed service providers

Purpose of the Post

The Resource & Workflow Manager plays a central role in ensuring the Technology & Insight Directorate can deliver effectively, predictably and efficiently across both RUN (operations) and CHANGE (projects, product development, continuous improvement). The role manages the end-to-end resource planning cycle, the 90-day/13-week delivery rhythm, and the day-to-day scheduling and coordination of work across Product, Data, Corporate IT, Technology Systems & Infrastructure (OT), and Architecture teams.

The postholder is responsible for maintaining a single, accurate view of capacity, skills, utilisation and constraints, and for enabling balanced deployment of staff through transparent, evidence-driven planning. The role ensures that T&I squads and engineering, data and product teams are resourced appropriately; conflicts are surfaced early; and workflows follow Lean, Agile and DevOps-informed practices (e.g., Kanban, WIP limits, flow metrics). Operating in matrix with the Corporate PMO, the role provides critical inputs to portfolio planning, gate reviews, re-baselining, and forecasting, and ensures that T&I contributes reliably to WMCA corporate processes.

Accountabilities

- Maintain a single T&I resource planning system capturing skills, availability, pipeline demand and utilisation.
- Operate the 13-week planning cycle across all Technology & Insight teams
- Own the Technology & Insight Kanban boards / workflow systems, ensuring consistent visualisation of tasks, dependencies, and progress.
- Provide T&I's authoritative resource and scheduling inputs into Corporate PMO portfolio planning.
- Provide clear capacity/feasibility assessments for Directors and Heads before commitments are made.
- Surface risks, bottlenecks, and constraints early and recommend mitigation options.
- Support onboarding, reallocation and upskilling of staff through evidence-led resource decisions.
- Maintain transparent reporting on utilisation and forecast demand, supporting budget and workforce planning cycles.

Responsibilities					
Strategic					
- Work with the BMU Lead and Corporate PMO to align T&I resource planning with WMCA portfolio priorities, ensuring demand can be met with available capacity or flagging gaps early. - Provide Directors and Heads with scenario modelling to support decision-making on sequencing, prioritisation, and resourcing. - Work flexibly and with integrity to meet the needs of the WMCA and the Technology & Insight function.					
People					
- Support Heads in understanding demand on their teams, coaching squads in managing flow and workload. - Promote agile and Lean working practices across the directorate, including team ceremonies, retrospectives and continuous improvement cycles. - Support capability-building by identifying skill gaps, utilisation patterns and upskilling needs.					
Operational					
- Maintain the Technology & Insight Directorate's centralised resource management tools, updating availability, allocations, competency profiles, and demand pipelines weekly. - Facilitate weekly Ops Huddles, ensuring resource constraints, scheduling issues, change collisions and multi-team dependencies are surfaced and resolved. - Coordinate resource allocation across Product, Data, Corporate IT, TSI and EA in an agile, responsive way. - Support the Build-to-Run Board by ensuring releases are resourced, dependencies are understood, and readiness tasks are planned. - Apply DevOps and Lean workflow principles, including: - Kanban boards and visual workflow - WIP limits and throughput tracking - Flow metrics (cycle time, lead time, throughput, blocker ageing) - Capacity-based sprint/iteration planning - Maintain high-quality data for quarterly performance reviews, audit processes, and ISO controls (e.g., change logs, scheduling evidence).					
Financial					
- Provide resourcing data to support cost forecasting and budget planning. - Help optimise spend by maximising internal resource usage before external commissioning. - Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.					
Other					
- Operate effective matrix working between the Directorate and WMCA Corporate PMO to ensure effective project delivery, portfolio oversight, and financial monitoring. - Ensure adherence to WMCA governance, HR, procurement and financial protocols. - Support the BMU Lead in maintaining a high-quality operational environment, predictable workflows, and disciplined scheduling practices. - Drive continuous improvement in operational processes, tools, and ways of working. - Represent the WMCA in a professional manner. - Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.					

Person Specification					
Candidates/post holders will be expected to demonstrate the following:			Essential / Desirable		How Evidenced?
Experience			E	D	A* I* T*
Experience managing resource planning, workflow coordination or delivery operations in a digital, IT, data or technology environment.			x		x x

Experience applying Agile, Lean or DevOps-aligned delivery practices (e.g., Kanban, flow metrics, sprint planning, CI/CD awareness).	x		x	x	
Experience working in or alongside portfolio-led environments with multiple concurrent projects or product teams.	x		x	x	
Experience of coordinating technical teams (engineering, data, IT, OT, product) in a complex, multi-stakeholder organisation.	x		x	x	
Experience working in a matrix with a Corporate PMO or similar enterprise-level portfolio/assurance function.		x	x	x	
Experience in technology, digital, or data-driven environments.		x	x	x	
Experience supporting or operating within formal technology governance structures.		x	x	x	
Understanding of enterprise architecture, service management, or technology asset management.		x	x	x	
Skills / Knowledge	E	D	A*	I*	T*
Strong understanding of Agile and Lean methodologies, including Kanban, backlog management, value flow and continuous improvement.	x		x	x	
Ability to analyse resource and workflow data, forecast demand, and provide actionable insights.	x		x	x	
Understanding of digital and technology delivery environments: software engineering, data pipelines, corporate IT operations, OT/public-realm systems.	x		x	x	
Ability to manage multi-team dependencies and prioritisation conversations with senior stakeholders.	x		x	x	
Highly organised; strong attention to detail; excellent communication skills; strong problem-solving ability.	x		x	x	
Familiarity with DevOps toolchains (e.g., Azure DevOps, Jira, GitHub boards, CI/CD pipelines).	x		x	x	
Knowledge of ITIL concepts and service transition principles.	x		x	x	
Collaborative, diplomatic, and able to influence across organisational boundaries.	x		x	x	
Proactive, organised, and comfortable managing multiple priorities.	x		x	x	
Committed to continuous improvement and high standards of delivery.	x		x	x	
Able to build trust and credibility with senior leaders and technical experts.	x		x	x	
Ability to communicate complex information clearly to senior stakeholders.	x		x	x	
Ability to interpret and report financial, performance and operational information	x		x	x	
Qualification / Education / Training	E	D	A*	I*	T*
Evidence of continuous professional development in Agile/Lean/DevOps or delivery operations.	x		x		
Agile certification (e.g., Kanban System Design, Scrum Master, AgilePM).		x	x		
Lean/Six Sigma foundations.		x	x		
Relevant technical or project management qualification (e.g., ITIL, PRINCE2 Agile).		x	x		
Membership of relevant professional body		x	x		

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family