Sagacity
Part of Accenture Song

Technical Change & Delivery Manager

Location:	UK
Role Type:	Permanent - Full Time
Job Location:	Hybrid Working - minimum of 2 days a week in our London office

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ABOUT SAGACITY

Clever with data... combining data, insight, and action to drive value

Sagacity are the data intelligence people. Our proposition is simple: we help consumer facing businesses increase customer engagement and make more money. How do we do it? We dig into the data businesses already have, and combine it with our data, insight, and action. Think of us as data co-pilots for sales, marketing, ops, billing, credit and debt - clients typically see 5x returns within the first few months.

Founded in 2005, we are a customer-centric business with a World Class +95 Net Promoter Score. We believe data should be at the heart of every company and while we are sector agnostic, primarily our clients are in the financial services, retail, energy, telecoms & media, water, and not for profit sectors.

We are a purpose led company and we believe that purpose comes before profit. We work as one team both with clients and internally, and are trusted to deliver quality in our standards and in achieving successful client outcomes. We are open, honest and communicate in a jargon-free, collaborative way, with all our teams being agile and curious, and continuously learning to achieve our purpose. We believe that if we achieve our purpose then everything else will follow.

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About the Role

Sagacity is in a major phase of growth and key to this is continuing to meet the change demands of the solutions we deliver for our clients. As Technical Change and Delivery Manager, you will own the processes that let us move at pace and with control across our IT landscape (change control, defect resolution and compliance) to deliver value for our clients. This will be underpinned by owning the governance and planning that makes all three tick. Alongside this you will lead the delivery of our internal change programme, from tooling rollouts to security and migration work.

This is a role with real ownership and visibility. You will work directly with our Head of IT, Head of Service Operations, PMO Manager and delivery leads across the business, with the mandate to shape how these processes run – not just administer them.

Responsibilities

Technical Change, Defects & Compliance:

- Own the end-to-end Change Control Notice (CCN) process for our clients' live solutions – from change design and estimation through to development, testing and deployment
- Own defect resolution end-to-end, coordinating triage, prioritisation, routing and resolution within SLA, with root causes fixed so issues do not recur
- Support ISO 27001 and Cyber Essentials Plus compliance activity with the Head of IT – tracking remediation actions to closure and capturing audit-ready evidence

Internal Change Delivery:

- Lead internal IT projects from initiation to closure, with the efficiency and control to deliver the benefits case
- Run delivery cadences and ceremonies that keep teams focused and value flowing
- Lead by unblocking issues, protect our teams' focus, manage the backlog and clear obstacles before they impact delivery

Resource Planning & Governance:

- Forecast demand and balance resource across change, defect and compliance work so commitments are consistently met
- Maintain a clear portfolio view, with weekly reporting on status, risks and issues that feeds our wider business reporting
- Improve our governance, processes and tooling, and coach the team on agile ways of working

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What Success Looks Like in the Role

- Change flows through the business predictably, with timely reporting into local and wider business governance to ensure the picture is always clear
- Defects are resolved quickly, within SLA and with control to ensure first time resolution and recurring issues are the exception
- Compliance actions are closed promptly and evidenced end-to-end, so we are consistently audit-ready
- Our teams have a sustainable cadence, clarity on priorities and the support to do their best work
- Internal projects are delivered on time, unlocking value as they go and providing long-term improvement to our teams' capability
- Identify improvements to our processes that drive efficiency through practical, well-adopted changes to tooling and ways of working
- Build strong relationships within the IT team and wider business, providing knowledge transfer and peer reviews to contribute to a culture of continuous improvement

Competencies & Behaviours

Experience and Knowledge

- 5+ years in project or delivery management, ideally in a consultancy, data or technology services business
- Proven ownership of change control or equivalent commercial governance processes in a technical environment
- Service management grounding (ITIL or equivalent)
- Experience of internal IT or transformation projects – tooling rollouts, security programmes, migrations
- Familiarity with ISO 27001, Cyber Essentials or SOC 2
- A recognised delivery qualification – Prince2, APM PMQ, PMP, or a Scrum/agile equivalent

Delivery and Leadership

- Strong resource and capacity planning across competing priorities
- Strong governance and risk management with the judgement to apply proportionate controls without creating unnecessary bureaucracy

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Competencies & Behaviours

Delivery and Leadership

- Excellent prioritisation and decision-making, able to balance competing client, operational, compliance and internal change demands
- Commercially aware, with an understanding of how change control, scope, resource and delivery decisions impact clients
- Credible with technical, commercial and executive stakeholders
- Able to influence without authority and drive action across teams
- Strong problem-solving and root-cause analysis, resolving underlying issues rather than repeatedly managing symptoms
- Comfortable operating in ambiguity, able to bring structure and momentum to projects where requirements, priorities or dependencies are evolving
- Continuous improvement mindset, with a track record of simplifying processes and embedding ways of working that teams actually adopt

Tools and Ways of Working

- Hands-on experience with Scrum, Kanban and traditional project methodologies
- Comfortable with project and agile tooling: Jira, ClickUp, MS Project, Smartsheet or equivalent
- Confident with Microsoft 365 (Excel, PowerPoint, SharePoint, Teams) for project artefacts and reporting
- Highly numerate, with strong attention to detail
- Solutions-oriented, with natural problem-solving instincts
- Organised and pro-active – you prioritise well and stay calm under pressure
- An excellent communicator, written and verbal, comfortable influencing others
- A team player: personable, adaptable and genuinely curious
- Committed to your own development, and to helping others grow
- Applicants must have the right to work in the UK. Some UK travel may be required

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ABOUT SAGACITY

People at Sagacity

Success in any business is ultimately about its people; their skills, personality, attitude, qualities, dedication and enthusiasm.

We recognise the value of our people and their commitment to working together to achieve successful outcomes.

At Sagacity, we:

- believe working with our clients collaboratively delivers better results
- coach and mentor our clients' teams so our data and solutions live on after our assignment ends
- believe in delivering benefits as we go along

We achieve this through our core values:

- ✓ One Team
- ✓ Quality Delivery
- ✓ Trusted
- ✓ Agile & Curious
- ✓ Open, Honest, Simple Communication

If you would like to join a unique working environment, with a sociable culture, where work is done a little bit differently – and we believe 'better' - then we look forward to hearing from you!