

Job Description: Digital Workstream Manager



Department: IT- Customer Facing Business Solutions

Job role overview:

At Triumph we are working hard to create seamless digital solutions underpinned by Microsoft Dynamics 365, Azure infrastructure capability and modern composable website architecture. The Customer Facing Solutions Team is integral to delivery of both B2C and B2B digital products aligned to the company's strategic vision to provide outstanding customer experiences.

This is a strategically important position where you will creatively solve customer and business problems to deliver leading digital solutions and change management. This position will build strong relationships built on trust with key stakeholders across Triumph's global business. This position plays a prominent role in identifying and executing the strategic digital roadmap for Triumph Motorcycles globally.

The role of the Digital Workstream Manager (Product Owner) is part of the Customer Facing Solutions Team, within the wider Global Business Solutions Department. The position will be the link between the department and business process owners, engaging to promote best process practice, and ensuring that the Business Solutions team prepares the appropriate capabilities to support business needs as Triumph continues to evolve and grow.

Report to: Global Solutions Manager

Location: Factory 2, Hinckley, Leicestershire

Duties and Responsibilities:

- Work with exec sponsors to align technology solutions with business strategies and contribute to the business unit strategic planning process. This will include the Customer Facing Solutions digital roadmap, lifecycle management of applications, and underlying hardware.
- Product leadership for Microsoft Dynamics 365 and other key internal digital platforms for their application of both B2B and B2C solutions.
- Product leadership across IT operations for the delivery of new infrastructure to meet business needs
- Proactively gather stakeholder requirements, inputs, and data to write compelling strategic business cases for executive approval, and alignment on the Customer Facing IT Roadmap.
- Facilitates the planning and execution of business changes with technology by listening to the business needs, suggesting solutions, challenging suggestions and then driving the IT solution through the business.
- Advise business executives on the risks and benefits of using technology to build competitive advantage and improve business performance
- Leads the demand side of Global Business Solutions on behalf of the business and acts as the 'bridge' between the business area and department, communicating high-level business requirements to Global Business Solutions' functional groups
- Anticipates business needs, investigates options with the appropriate IT Operations teams and proposes IT products and services to the business to fulfil those needs.
- Integral across solution testing ensuring successful SIT prior to handing over to the business and developing Test Plans for UAT, ultimately delivering a successful UAT with the business.
- Ensure infrastructure and support have been appropriately handed over with relevant documentation in conjunction with the Solution Architect.
- To undertake and assist with projects as required by your manager.
- Any other ad-hoc duties as required by your manager.

Person Specification: Digital Workstream Manager



	Essential	Desirable
Qualifications and Attainments Professional Experience and Skills	<p>Maths & English GCSE grade C/4 or above.</p> <p>Proficient in Microsoft Packages including Excel, Word and Outlook.</p> <p>Must be able to communicate well within the team and convey ideas and recommendations effectively with stakeholders</p> <p>Challenging the norm, dynamic, and have the drive & courage to overcome obstacles.</p> <p>Ability to analyse, understand and judge all business options impartially to make a decision.</p> <p>Problem-solving, negotiation and decision-making skills to lead senior management to a decision, and work effectively with internal and external partners</p> <p>Strong commercial awareness with the ability to see the 'bigger picture'</p>	<p>Previous experience of working within an automotive /manufacturing environment.</p> <p>Understanding of data infrastructure, data modelling and experience of data migration will be beneficial</p>
	Personality and Motivation	<p>Self-motivated and resilient. Flexible and adaptable.</p> <p>Able to take instruction and work under pressure.</p> <p>Excellent communication skills, clear and concise written and verbal skills</p> <p>Able to 'hold the room' and make compelling arguments, but also considerate to the input from subject matter experts</p> <p>Highly driven, outgoing and enthusiastic, with a passion for delivering business value</p> <p>Co-Operative and perceptive, the candidate must work well with others in an integrated team environment</p> <p>Flexible in approach, both with regards to problem solving, and boundaries of responsibility</p>
Appearance and Characteristics Circumstances	<p>Well presented.</p>	
	<p>Able to be flexible on working hours.</p>	