



G-Cloud 15

Delivery Leadership

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Service Definition

Delivery Leadership

Introduction

We are specialists in leading digital programmes and projects, and we understand how to build and manage high-performing digital teams. We can help your team get set up for success or work through a reset. Or we can provide longer term delivery leadership to your team.

We don't believe that there is a one-size-fits-all approach in helping teams work at their best. We believe that pragmatism is more important than rigidly pursuing a particular agile methodology.

What does it involve?

We tailor our approach based on the needs of your team and the work you need to deliver. Typically we spend time with your team to understand their strengths and weaknesses and to identify the main areas of focus. We will use this opportunity to get a sense of what the team feels like to work in and the areas for focus, including:

- 1. Team Setup and Reset.** We can get a new team out of the starting blocks or help an existing team work through a crisis. We help teams decide on the right delivery approach for them (e.g. whether to work in sprints vs. kanban), think through everyone's roles and expectations, and establish a sense of rhythm.
- 2. Clarifying roles and responsibilities.** We ensure that everyone in your team knows what their role is, and what is expected of them. We can do this via team-wide workshops (for example by running a [What I Need From You](#) session). We can also work 1:1 with individuals to help them understand how to contribute to the wider team purpose.
- 3. GDS Service Assessment and Service Manual Support.** We help teams meet the Service Manual and prepare for a service assessment. We can coach your team in how best to tell a compelling story, gather the right evidence, and talk through their work confidently.
- 4. Establishing a clear sense of direction.** We can help new teams get a sense of what they need to do, or existing teams to work through a change in priorities. This includes establishing a team's sense of purpose, through to defining roadmaps and

backlogs. Our approach draws on the expertise of each discipline to produce a plan that you can have confidence in.

5. **Navigating agile delivery vs. waterfall governance and risk management.** We believe that teams work best with a sense of autonomy, but we recognise the reality of having to operate within wider governance structures. We help teams establish a pragmatic approach to governance.
6. **Working through priorities,** to help people and teams that are paralysed by competing demands. We can help your people get clear on purpose, so that they can think through the most important things to do first, get unstuck and start moving again.
7. **Ongoing delivery leadership.** We can work within existing or new teams to help them continue working at their best. This includes managing the team's roadmap, facilitating ceremonies and maintaining team health.
8. **Agile Coaching.** We provide 1:1 mentoring and coaching to help your people establish an agile approach, user-centred ways of working, or to navigate a complex change.

How do we work?

Collaboratively. We create an environment where everyone is valued and everyone has a voice. We establish teams where diverse ways of working can thrive together.

Straightforwardly. We build trust by working transparently and with integrity. We will tell you what we think.

Pragmatically. Every team, organisation, or problem is different. We adapt our tools, methods, and approach to suit the situation.

Curiously. We always have more to learn and discover, and we don't see any questions as silly.

Purposefully. We care about our impact. We want to make things better. We work collaboratively.