

# Joseph Clift

PMI-ACP, PK1, PS1 and PRINCE2-certified agile-first project manager  
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## EXPERIENCE

### Which?, London — *Lead Delivery Manager*

FEBRUARY 2023-

Which? is the UK's consumer champion. Working in a product and technology team based on the Spotify scaled agile framework, my responsibilities include:

- Leading on **process improvement** for our product & technology teams, improving **organisational agility** and **line managing** our growing team of Delivery Managers at Which?.
- Delivering complex technical initiatives involving our product squads by showing strong leadership, effective communication and a proactive approach to problem solving. Recently, these have included a replatforming of our CRM systems and a company-wide rebrand.
- Leading change on process improvements, which have included an overhaul of our incident management and risk practices, collaborating with partners around the business (SecOps, PMO, Risk/Audit).
- Being a primary point of escalation where support from the product team is required in more challenging deployments.
- Building lightweight structures to help squads align around their work while following agile principles. Most recently, this has involved developing standardised updates on squads' delivery metrics (cycle time, deployment frequency, DORA, error budgets usage, etc).
- Supporting teams of all kinds to achieve successful outcomes through servant leadership, coaching (where needed) and active listening.

### Which?, London — *Delivery Manager*

OCTOBER 2021- FEBRUARY 2023

- Working with three squads (1 Scrum, 2 Kanban): providing Agile coaching, removing blockers and facilitating ceremonies.
- Developing workshops, info radiators and learning resources, coaching teams across the organisation on Agile tools and techniques.
- Overhauling documentation and metrics reporting. As Jira admin, maintaining and enforcing company-wide standards in issue tracking.

## SKILLS

**Project management:** Jira, Confluence, Miro, FigJam

**Web development:** Intermediate HTML & CSS, basic JS (React)

**Data analysis:** GA/GTM; basic SQL

## CERTIFICATIONS & EDUCATION

[PRINCE2 certified](#) Project Manager (2023);

[PMI-ACP certified](#) Agilist (2022);

[PK1 certified](#) Kanban trainer (2022);

[PSM1 certified](#) Scrum Master (2020)

[Product Management](#) certificate at **General Assembly** (2014)

MA English Literature at **University of Bristol** (2001-2006)

## **Ascential, London — *Delivery Manager***

JUNE 2018 - OCTOBER 2021

Ascential is a FTSE 250-listed media company. I worked as a Scrum Master with the advertising unit, building and shipping digital tools with two teams.

- I helped the development team to deliver on time, and the Product Owner plan, prioritise and translate needs into user stories.
- Successful projects include [Lions Live](#), an all-online activation of the 'Oscars of Advertising', covering 45,000 entries and a 500% uplift in users.

## **WARC, London — *Product Manager***

MARCH 2014 - JUNE 2018

WARC is the world's largest advertising information service, with a specialist audience of ad agencies and brands. I worked in an Agile web development team.

- I was the main point of contact between the web developers and the business - building new features with our editorial and commercial teams.
- Projects include the launch of the [WARC Rankings](#), now one of the industry's most respected benchmarking products.

Prior to this, after graduating I worked as a financial journalist (2007-2009) and as a web producer on an editorial team (2010-2014).

### **INTERESTS**

Art [angler](#) and avid bibliophile.

### **REFERENCES ON REQUEST**