

AI Delivery Manager

Directorate
Engagement

Team
Digital and Data

Reporting manager
Senior Lead in AI

Date of job description
August 2026

Our charity

We're Breast Cancer Now, the UK's leading breast cancer charity. And we're combining the power of science and support to change breast cancer. Now.

We're funding world-class science now, so no one dies of breast cancer in the future. We're here with life-changing support now, so no one has to face breast cancer alone. And we're running groundbreaking campaigns now – for better awareness, quicker, earlier diagnosis and access to treatments.

We've been making change happen for over 50 years, and we're not stopping now. Because we have a bold vision. That by 2050, everyone with breast cancer will live and live well.

We can't do it on our own. But together, we can make change happen. Now.

Overview of the directorate

The engagement directorate has responsibility for growing awareness, understanding, trust and engagement with Breast Cancer Now, to inspire people to get support and give support. It's responsible for the £47m annually we raise today and for the growth to £69m we want to raise annually by 2029/2030, including a further £50m from a major Campaign.

From partners, to philanthropists, from people who give individually, through events or through their community, we create engaging and effective routes and communications for our key audiences to give their time, money and voice.

The directorate puts relationships at its heart, using data and insight to shape and drive brilliant relationships and experiences, ensuring people who support Breast Cancer Now – in whichever way they support, or are supported – feel connected, and inspired to give their time, money and voice to make change for people affected by breast cancer now and for the future.

In the 2025-2030 strategic period, the directorate will play a critical role in supporting the organisation to deliver the impact we need and want to have for people affected by breast cancer.

To do this we will:

- Raise awareness of Breast Cancer Now through aligning our paid brand marketing, and our owned, shared, and earned channels to amplify our brand and to shout louder with 1 voice. We'll use creative and innovative routes to do this. Our fundraising will provide a key route to grow awareness, through our products, events and through our supporters in the community who advocate and champion Breast Cancer Now.
- Develop and deliver brilliant fundraising products, events, campaigns that reach and inspire our key audiences to engage and to continue to engage. We'll launch a major Campaign to raise £50m to accelerate our progress to 2050 through focusing on the challenge of dormancy and secondary breast cancer. We'll use this as a route to create philanthropic and partnership fundraising as a long term, sustainable income stream for the future.
- Lead the development of our digital ecosystem, aligning our platforms and products behind our brand and developing our support offer, and engagement opportunities, to reach more people in ways that meet their needs in an accessible way. We'll support the organisational learning, understanding and confidence in digital routes, channels and new technology to deliver our strategy.
- Nurture great relationships with partners and suppliers to create aligned priorities, shared purpose and targets to deliver our best work for people affected by breast cancer. Through being curious about the external environment and prioritising learning, we'll develop, evolve and innovate to support our growth now and for the future.
- Grow and develop our teams, collaborating, challenging and inspiring each other to develop an inclusive, safe and high performing team.

The 4 new director roles and teams

The engagement directorate, will be led by the chief engagement officer with a leadership team of 4 directors of the following areas:

- Brand, marketing and communications
- Public fundraising and marketing
- High value partnerships and Campaign
- Digital and data

Job purpose

- Lead the delivery of AI projects and change across Breast Cancer Now, coordinating people, suppliers and processes so that work is delivered on time, within budget and to the intended outcomes
- Own delivery planning, governance and reporting for the AI portfolio, acting as a clear, single point of coordination for AI delivery
- Act as a bridge between business teams, the AI function and suppliers, translating organisational needs into well-scoped, deliverable work and flexing into hands-on business analysis where needed
- Support responsible AI adoption by making sure governance gates are met as part of delivery, and by leading successful adoption and handover of new tools and processes into business as usual

Key tasks and duties

Delivery and portfolio management

- Develop and maintain detailed delivery plans, including the schedule, resourcing, milestones and clearly defined responsibilities for each team member
- Lead the end-to-end delivery of AI projects and change initiatives, ensuring they are delivered on time, within budget and to agreed quality and scope
- Own and maintain delivery governance and controls, including RAID logs, and provide regular upward reporting on status, issues and risks

- Manage the AI delivery portfolio, working with the Senior Lead in AI to assess, scope and prioritise newly requested work, and communicate schedules and changes to stakeholders
- Manage resource, dependencies and sequencing across concurrent pieces of work

Stakeholder engagement and business analysis

- Lead stakeholder engagement, building strong relationships across the organisation and helping teams surface upcoming priorities in advance
- Facilitate workshops and meetings, in person and remotely, to elicit and document business and system requirements from technical and non-technical stakeholders
- Flex into hands-on business analysis where needed, including defining requirements, documenting user stories, mapping processes and producing specifications
- Provide initial assessments of new requests to establish provisional scope and delivery approach

Supplier and governance coordination

- Manage supplier delivery against scope, time and budget, working with procurement and legal colleagues on contracting
- Coordinate governance and data protection requirements as part of delivery. The relevant data protection and legal colleagues remain responsible for those decisions
- Maintain accurate, auditable records of decisions, making sure figures and documentation can be sourced and relied upon

Adoption and continuous improvement

- Lead adoption, training and communications for new tools and processes
- Ensure successful handover into business as usual, including documentation and superuser training
- Capture lessons learned and drive continuous improvement in how we deliver AI.

General

- Adopt a flexible approach in a changing environment and be prepared to work varying hours where needed
- Undertake any other duties within the scope and remit of the role, as agreed with your manager
- Adhere to all Breast Cancer Now's policies and procedures

Person specification

Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Professional qualification, relevant degree or extensive demonstrable professional experience in project or delivery management	X	X
Demonstrable experience of leading and delivering projects or change end-to-end, on time and within budget, across multiple stakeholders	X	X
Experience of delivery planning, governance, RAID and status reporting	X	X
Experience working with stakeholders to define and document requirements (business analysis)	X	X
Experience of driving user adoption and embedding new tools, systems or ways of working		
Excellent working knowledge of project and delivery management software (for example Microsoft Project, Jira, Asana or Trello)	X	
Experience of coordinating or managing suppliers	X	X

It's desirable for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience delivering digital, data, technology or AI projects	X	
Experience of workshop facilitation and hands-on business analysis	X	
Experience supporting governance, data protection impact assessments or due diligence processes	X	
Experience of working in a charity or fundraising environment	X	

Skills and attributes

It's essential for you to have the following:

	Method of assessment	
	Shortlist	Interview
Good planning, organisational and time management skills, with the ability to prioritise and manage competing deadlines	X	X
Able to be flexible in managing changes in scope, schedule and costs as and when they arise	X	X

	Method of assessment	
	Shortlist	Interview
Excellent written and verbal communication skills, including communicating complex concepts to non-technical colleagues	X	X
Strong interpersonal skills, with the ability to negotiate successfully with internal stakeholders for the benefit of all parties	X	X
Ability to identify areas for improvement in delivery and find solutions while ensuring planned dates are achieved	X	X
Highly accurate work with meticulous attention to detail, and a commitment to sourced, auditable information	X	X
An enquiring mind with the ability to problem-solve	X	X

Knowledge

It's essential for you to have the following:

	Method of assessment	
	Shortlist	Interview
Sound understanding of project and delivery methodologies, including agile and hybrid approaches	X	X
Awareness of how digital, data and AI services support organisational operations and users	X	X
Awareness of AI or generative AI concepts, their applications and risks	X	

It's desirable for you to have the following:

	Method of assessment	
	Shortlist	Interview
Awareness of data protection and good practice when handling data	X	

About the role

Key internal working relationships

You'll work closely with the following:

- AI function and the wider Digital and Data team
- IT
- Legal, compliance and governance, and data protection colleagues
- Teams across all directorates adopting AI tools and use cases

Key external working relationships

You'll work closely with the following:

- A portfolio of AI and technology suppliers, vendors and managed service providers

General information

Role location and our hybrid working model	This role can be based in our London office. Our hybrid working model also allows you to work up to 3 days per week at home. The other days will be primarily based in: 6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)
Salary range	The salary range for this role is: £45,000 to £50,000 London based
Induction	We want you to have a positive induction experience, so we'll ask you to think about coming into the office a bit more often at the start of your role. This will help you get to know your colleagues, and will make it easier for people to be on hand to support you. After that, you'll be able to move to our hybrid working model.
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research, some of which may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternative.
Conflict of interests	You're expected to devote your full attention and abilities to your paid duties. This means you shouldn't take on any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours that could impair your ability to

	act in the best interests of, or prejudice the interests of, Breast Cancer Now or your work.
Immigration, Asylum and Nationality Act 2006	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.
Our commitment to equity, diversity and inclusion	We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

How to apply

We hope you choose to apply for this role. To apply, you need to submit your **anonymised** CV, which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You also need to submit a supporting statement. Have a look at the essential criteria list on the person specification and give as much information as you can, with examples, to show how you meet the criteria.