Bowel Cancer UK
Beating bowel cancer together

Job description

Digital Delivery Lead

Reporting to:	Head of Digital Marketing & Engagement
Staff responsibility:	None
Salary:	£45,000 FTE per annum (pro rata), plus £2,000 London weighting if applicable (home address within M25 perimeter/regardless of how often travel is required into the office). We offer a competitive package and are open to discussing compensation based on experience. Contributory pension scheme and benefits package.
Location:	Home based
Enrolment Type:	15 month fixed-term contract
Holiday entitlement:	27 days (pro rata), plus three discretionary days between Christmas and New Year and statutory holidays.
Terms and conditions:	Part-time, 28 hours a week (0.8 FTE) The post holder may be required to work some evenings and weekends. Time off in Lieu will be given in line with the charity's policy.

About Bowel Cancer UK

Bowel Cancer UK is the UK's leading bowel cancer charity. We're determined to save lives and improve the quality of life of everyone affected by bowel cancer. We support and fund targeted research, provide expert information and support to patients and their families, educate the public and professionals about the disease and campaign for early diagnosis and access to best treatment and care.

We currently have employees working across four nations in England, Wales, Scotland and Northern Ireland.

Thanks to the generosity of our community, we're in a privileged position to be able to deliver our ambitious strategy, On a Mission. There are huge challenges facing bowel cancer patients across the UK and our community needs us now more than ever. We're building a strong and united team to bring us closer to a world where nobody dies of bowel cancer.

Job summary

We are seeking an experienced Digital Delivery Lead to lead the planning and delivery of Bowel Cancer UK's new website.

Working with our website development agency and colleagues across the organisation, you will play a pivotal role in delivering a modern, accessible and user-centred website that supports our strategic ambitions and better serves our audiences.

The website development agency has already been appointed and will lead technical design and development. As the client-side lead for the project, you will provide informed technical and delivery oversight across the entire programme, ensuring successful delivery of a complex CMS-driven website transformation.

You will bring previous experience of leading similar website redevelopment projects, enabling you to effectively challenge requirements, user stories, content models, workflows, technical recommendations and scope throughout discovery and delivery. Alongside managing agency and stakeholder relationships, you will lead critical workstreams including content migration, testing and quality assurance, launch planning, organisational readiness

and post-launch optimisation, ensuring the new platform is delivered on time, within budget and to a high standard of quality, accessibility and user experience.

We're looking for someone who is passionate about delivering digital experiences that make a real difference. You'll combine excellent project management skills with a strong technical understanding and exceptional attention to audience needs, helping us deliver an ambitious website transformation that supports our mission and drives meaningful impact.

Main responsibilities

- Lead the delivery of the organisation's website redevelopment project from discovery through to launch and post-launch optimisation, ensuring requirements, technical solutions and delivery outputs align with organisational objectives, audience needs and agreed success measures.
- Act as the lead contact for the website agency, providing informed challenge and oversight throughout discovery, design and development. Review sprint plans, user stories, acceptance criteria, functional specifications and technical recommendations, coordinating internal feedback, decisions and approvals to support delivery against agreed scope, timelines, budget and quality standards.
- Work closely with the website agency to review and challenge CMS configurations, content models, workflows, integrations and governance approaches, ensuring proposed solutions are aligned with organisational requirements and that the platform is scalable, maintainable and fit for purpose.
- Coordinate technical delivery activities with the website agency and internal Digital, Data and IT teams, ensuring technical requirements, integrations, hosting, security, accessibility and data protection considerations are identified and addressed throughout the project lifecycle.
- Manage project governance, planning, reporting, budget monitoring, risk management and decision-making processes. Produce regular status updates, track progress against milestones and deliverables, and proactively manage risks, issues, dependencies and changes throughout the project lifecycle.
- Coordinate the implementation of the organisation's refreshed brand across the new website, ensuring a high-quality, accessible and user-centred digital experience.

- Support the development of a content strategy, taxonomy and information architecture, helping to shape content and a website that meets audience needs, supports organisational objectives and delivers a consistent experience across key user journeys.
- Lead the end-to-end content migration programme, working with colleagues across the organisation and the website agency to audit, review, prioritise, govern and migrate content, ensuring it meets quality, accessibility and brand standards.
- Lead the development and delivery of the website testing strategy, including user acceptance testing (UAT), coordinating and training internal testers, managing feedback and defect resolution processes, and working with the agency to prioritise, track and sign off fixes ahead of launch.
- Lead the planning and delivery of the website launch, coordinating internal teams and external suppliers to ensure sign off, launch readiness, overseeing testing, training and risk management, and establishing performance measures to support ongoing optimisation and continuous improvement.

Other duties

- Undertake a comprehensive review of existing user research, audience insight and programme documentation to rapidly build understanding of previous discovery work and inform future decision-making.
- Manage the organisation's current website and agency relationship, ensuring operational stability while coordinating the successful transition from the incumbent agency to the newly appointed website development partner.
- Coordinate stakeholder engagement activities, including workshops, planning sessions and project meetings, building strong relationships across teams and ensuring feedback, decisions and approvals are gathered in a timely manner to support delivery and organisational readiness.

Person specification

Essential

- Demonstrable experience leading the delivery of large-scale website redevelopment, CMS implementation or digital platform transformation projects from discovery through to launch.
- Experience acting as a client-side delivery lead on agency-delivered website or digital product builds, translating organisational requirements into effective technical solutions.
- Ability to review, challenge and refine discovery outputs, user stories, acceptance criteria, functional requirements and delivery scope.
- Strong understanding of CMS-driven website development, including content modelling, workflows, integrations, information architecture and content governance.
- Experience planning and managing user acceptance testing (UAT), defect resolution and website launch activities.
- Experience managing external digital agencies and multidisciplinary suppliers.
- Experience coordinating content migration programmes and working with multiple stakeholders to deliver successful digital projects.
- Good understanding of user-centred design, accessibility standards and digital best practice.
- Knowledge of SEO, content strategy and conversion optimisation.
- Experience using analytics, user research and audience insight to inform prioritisation and decision-making.
- Excellent communication, stakeholder management and influencing skills.
- Ability to manage multiple priorities in a complex environment.

Desirable

- Experience delivering Drupal CMS implementations or substantial Drupal website redevelopment projects.
- Experience working with Agile or hybrid delivery methodologies, including managing backlogs, user stories and sprint-based delivery.

- Understanding of website integrations, data flows and third-party platforms such as CRM, marketing automation and analytics tools.
- Experience implementing digital brand refreshes or rebrands.

Safeguarding:

Safeguarding is everyone's responsibility and at Bowel Cancer UK we are committed to safeguarding children, young people and vulnerable adults and we expect all staff and volunteers to share this commitment.

Successful candidates may be subject to either a satisfactory, basic or enhanced disclosure from the Disclosure and Barring Service (DBS - UK), (PVG – Scotland) or Access (NI) dependent upon the role. There is no cost to you and will be processed on your behalf.

Our Values at Bowel Cancer UK:

We live by five core values that guide everything we do. They're not just words—they shape our culture, our decisions, and the way we support our community.

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Caring – Patient and Community Focused

We put people first

- We listen and respond to the needs of patients and families
- We make a positive, lasting difference to lives
- We work with compassion and empathy every day

Ambitious – Determined to Make Change

We aim high because lives depend on it

- We set bold goals and strive to exceed then
- We embrace challenges and find innovative solutions
- We never stop learning and growing

Supportive – Compassionate and Human

We care about each other and our community

- We treat everyone with respect and kindness
- We create an environment where people feel valued and included
- We celebrate teamwork and collaboration

Expert – Evidence-Based and Trusted

We lead with knowledge and integrity

- We base our work on research and best practice
- We stay ahead of developments in bowel cancer care
- We share expertise to empower others

November 2026

Open – Welcoming and Inclusive

We believe diversity makes us stronger

- We welcome different perspectives and ideas
- We ensure fairness and transparency in all we do
- We create a space where everyone can be their authentic self