

DIGITAL DELIVERY MANAGER



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WELLNESS WALK
THAMES PATH

DIABETES UK
FROM CHAMPION. FIGHT TOGETHER.

WHO WE ARE

We are Diabetes UK and it's our mission to tackle diabetes, day in and day out, until it can do no harm. One in five adults in the UK are living with diabetes or prediabetes, and we're determined to change that. Join us and together we can change the future of diabetes.

For the last 90 years, we've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do.

We're committed to preventing diabetes where possible, improving daily life for those living with it, and ultimately finding a cure. We're also focused on tackling stigma and reducing inequalities faced by people at risk or living with diabetes.

We've got some really ambitious goals over the next few years and we're looking for people who share our ambition to help us stop the harm diabetes causes.

We can't do any of this without you.

Our 2026 -2030 strategy commits us to 3 ambitious outcomes: Prevention and Cure, Everyone included and Living Well with Diabetes. To read more about our strategy please click here [DUK-Strategy-2026-2030-compressed.pdf](#)

At Diabetes UK, we live and breathe our values:

We put people first – We recognise that people are individuals with different preferences, circumstances and needs. We collaborate with others, listen carefully and keep commitments.

We make change happen – We are ambitious to drive change with and for people living with diabetes. We challenge constructively if needed.

We're driven to know more – We find ways to share knowledge and insights with colleagues and take advantage of learning opportunities across the charity.

We keep things simple – Diabetes is complicated enough.

If these values resonate with you, we'd love to hear from you.



Colette Marshall

Colette Marshall
Chief Executive

JOB DESCRIPTION

Role title: Digital Delivery Manager

Contract type: 24 month FTC

Hours: 35

Location: London

We ask colleagues to spend at least one day in the office, with more time in person when this supports effective collaboration or the needs of the charity.

Salary: £48,626-£54,029

Role reports to: Website Product Owner

Key relationships (internal and external):

Internal: Digital and Content Services Team, Website Project Group, Digital Leads across the charity, Web Editors

External: Development and SEO agencies, people with diabetes

Key focus of the role:

The Digital Delivery Manager will lead the delivery of Diabetes UK's new website, ensuring the successful planning, coordination and delivery of the site that enhances Diabetes UK as the primary UK source of trusted diabetes content and services.

In this critical role, you will work closely with the Website Product Lead and strategic digital agency partners and colleagues across the charity to plan and deliver a website that will enable us to transform our reach, and so help us give information and support to more people and to raise more money.

Key tasks and responsibilities

- Oversee the delivery of a large-scale website rebuild liaising with agency partners, Diabetes UK web editors and managers to update on progress and deliverables
- Gather requirements for the new website mapped to mindsets, business objectives and budget.
- Run workshops to gather input from colleagues and engage a wide variety of teams and stakeholders in the project.
- Cultivate strong relationships with stakeholders, reporting on project progress and delivery.
- Listen to a wide range of technical and non-technical stakeholders, interpreting their needs and managing expectations.
- Generate simple, user-focussed dashboards to report on delivery.
- Manage sprints and continually remove blockers to support colleagues who are inputting into the project.
- Understand the balance of business needs and user needs.
- Balance cost and value
- Address risks and dependencies, including where ownership sits outside of the project team

Person specification

	Criteria:		Assessed via:	
	E	D	A	I
Experience				
Delivering large-scale digital projects or websites that launched on time and to budget	X		X	X
Running sprints across agency partners and teams	X		X	X
Inputting into governance models so that decision making is clear and transparent	X		X	X
Delivering user-focussed digital products that meet business need	X		X	X
Managing agency partners	X		X	X
Knowledge				
Agile project management	X		X	X

Website content management systems	X		X	X
User experience and design	X		X	X
Product management		X	X	X
An understanding of A.I/LLMs and their impact on charity health websites and services		X	X	X
Skills				
A blended project management approach that balances process and pragmatism	X			X
Organisation and project reporting: deliverables, risks, progress	X		X	
Excellent communication skills flexed dependent on audience and confident talking about technology, websites and products simply, clearly and effectively	X		X	X
Qualifications/Professional membership (if applicable)				
Agile Scrum Master qualification		X	X	
Membership of communities of practice on delivery management		X	X	

E – Essential D – Desirable A – Assessed at Application I – Assessed at Interview

If you don't meet all the criteria listed but meet most and have transferable skills with a passion for our mission, you are still welcome to apply for this role.

If you are invited to attend an interview in person, we will reimburse reasonable travel costs excluding hotel or overnight stays.

Behaviours

All employees are expected to abide by our values and behaviours framework which can be found here [Combined general and people managers framework](#). Below are a set of behaviours that you will be expected to demonstrate in your application form and that will also be explored during your interview.

Behaviours

We keep things simple

- Use clear, accessible language, avoiding jargon unless it's relevant to your audience.
- Prioritise your work so you're clear about what needs to be done at any given time.

We Make change happen

- Speak confidently about the impact we've made and our ambitions for the future.
- Boldly try out new and creative approaches, challenging and disagreeing constructively if needed.

We're Driven to know more

- Proactively look to learn more and share your new knowledge and insights with colleagues.
- Use data and evidence, if available, to support decision-making, being open to changing your mind if new information comes to light.

We put people first

- Recognise that people are individuals with different preferences, circumstances and needs.
- Make realistic commitments to others and see these through. If there's a sound rationale not to do so, explain why in a timely manner.