

JOB DESCRIPTION

JOB TITLE:	Digital Project Manager
STATUS:	Fixed term contract for 8 months
HOURS:	35 hours per week
SALARY:	JDRF operates a flexible working hours policy £38,450 per annum if London based or £35,850 if home based
HOLIDAY:	25 days plus statutory holidays pro rata
LOCATION:	Hybrid working part London Office (Islington, London) part home work (the post holder will work a minimum of one day a week in the office) or flexible location home working
REPORTS TO:	Head of Digital
KEY INTERNAL RELATIONSHIPS:	Deputy Director of Marketing, Digital & Transformation; Director of Policy and Communications; marketing, fundraising, external affairs, research communications, and community outreach teams; JDRF International
KEY EXTERNAL RELATIONSHIPS:	Creative, web development and media buying agencies; supporters; key stakeholders: corporate partners, research institutions, counterparts in related organisations; volunteers

JDRF, the type 1 diabetes charity, funds research to cure, treat and prevent type 1 diabetes. We provide information and support for individuals and families living with the condition at all stages, from diagnosis and beyond. We ensure people with type 1 diabetes needs are represented and we campaign for changes on their behalf.

April 2024

We want our employees to be committed and prepared to go the extra mile to assist us in finding the cure for type 1. Whatever your role is within JDRF you can be guaranteed that your work will always be rewarding. Get involved and use your skills to help JDRF find the cure for type 1.

DEPARTMENT

The Digital Project Manager role will sit within the Policy, Communications and Community Engagement department. This role will report to the Head of Digital.

PURPOSE OF THE ROLE

It's an exciting time at JDRF with the ongoing implementation of a digital transformation strategy to ensure the organisation continues to reach people with type 1 diabetes effectively to drive our fundraising ability and provide needed information. This role will be at the heart of the strategy's delivery supporting our move towards the development of a more effective digital presence and suite of digital products to provide excellent experiences for our audiences.

This role specifically will:

- Support the development and refresh of a range of digital products and platforms to ensure they are optimised for usability, user experience and accessibility
- Use project management tools and techniques to help implement a digital programme plan and work with platform providers and digital agencies to ensure the effective implementation of various parts of the plan
- Provide support with managing and monitoring project milestones, deliverables and tasks and communicating progress, issues and risks to stakeholders
- Complete content auditing and content updates across multiple platforms
- Conduct user acceptance testing for the development of new digital products and the refresh of existing platforms

KEY RESPONSIBILITIES

- Support the implementation of a digital programme plan to carry out the development and refresh of several digital products and platforms in line with user needs and business objectives
- Help prioritise work based on value, feasibility and alignment with strategic goals in collaboration with the Head of Digital
- Help co-ordinate tasks and resources to ensure timely delivery of project milestones and deliverables
- Help track and monitor project progress against the project roadmap, using a range of project management tools and techniques
- Collaborate with cross-functional teams, digital agencies and platform providers to ensure that developments are project-managed in line with signed off statements of work, timing plans and budgets and are implemented in line with best practice across design, user experience, usability and accessibility
- Facilitate effective communication and collaboration between internal teams, digital agencies and platform providers
- Proactively identify and resolve project issues and risks, escalating as needed to ensure timely resolution and helping to formulate mitigation strategies to ensure project success
- Support the development process by participating in status reviews, weekly planning sessions and backlog grooming to ensure timely delivery of project milestones
- Conduct thorough browser and device testing and quality assurance processes to identify and address any issues or defects. Log issues and work with agency project managers and developers to ensure that developments meet quality standards before pushing to live
- Complete content audits and content updates across a range of products and platforms

- Be a brand ambassador, ensuring the organisation remains on brand both in content and visually
- Build and maintain good working relationships with relevant stakeholders internally and externally
- Stay on top of digital developments and trends and champion change within the organisation
- Any other duties as required

PERSON SPECIFICATION

Criteria	Essential	Desirable
Experience:	<p>Proven experience of digital project management, implementing plans to develop, launch and refresh digital products</p> <p>Experience of website content management systems, preferably WordPress</p> <p>Experience of managing digital fundraising platforms and payment gateways</p> <p>Experience of working with paid media platforms eg. Google Ads and Meta Ads</p> <p>Experience of digital agency supplier management</p> <p>Experience of running user acceptance testing and using issue logging software eg. Proofhub or JIRA</p> <p>Experience of using digital project management tools eg. Trello</p> <p>Experience of collaborating with a range of stakeholders to achieve project success</p>	<p>Experience of charities or medical research organisations</p> <p>Experience of Funraisin, Shopify, Dotdigital and goDonate</p>
Skills:	<p>Strong project management skills with a focus on digital products and platforms</p> <p>Strong understanding of digital project management tools and techniques</p>	

	<p>Budget tracking and management skills</p> <p>Excellent digital skills across a range of platforms</p> <p>Strong understanding of user experience and accessibility best practice</p> <p>Understanding of on-page, off-site and technical SEO</p> <p>Excellent communication, negotiation and interpersonal skills</p> <p>Excellent analytical and problem-solving skills</p> <p>Ability to work on multiple workstreams simultaneously while maintaining attention to detail and meeting deadlines</p> <p>Confident brand ambassador able to guide suppliers and stakeholders</p> <p>Able to work on own initiative as well as part of a team, with key stakeholders and suppliers</p>	
<p>Personality:</p>	<p>Commitment to JDRF's goals</p> <p>Commitment to working towards agreed priorities</p> <p>An understanding of how to contribute to teamwork and</p>	

	<p>manage cross-organisational working relationships</p> <p>High level of initiative and problem solving</p> <p>Keeps the bigger picture in mind when developing and delivering workstreams</p> <p>Effective, efficient and pragmatic approach to working, able to deliver at pace</p> <p>Confident, friendly and professional</p> <p>Goal orientated with strong negotiation skills</p>	
Other:	<p>Willingness to work occasionally outside office hours</p> <p>Willingness to undertake occasional national and international travel on behalf of JDRF</p>	

EQUAL OPPORTUNITIES

JDRF is an equal opportunity employer and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

JDRF is a registered charity No. 295716 (England and Wales)
and SC040123 (Scotland)