

Job description

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland.

Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it.

Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Job title	Digital project manager
Directorate	Fundraising, communications and engagement
Team	Digital
Job title of reporting manager	Head of digital transformation
Job title(s) of direct reports	None
Document created (month and year)	March 2024

Overview of directorate

The fundraising, communications, and engagement directorate at Breast Cancer Now is responsible for communicating, engaging, and fundraising to our key audiences across a range of channels; from people living with or beyond breast cancer and their loved ones, to supporters, corporate partners, policy makers and healthcare professionals. We create and deliver high-quality, engaging information and communications about breast cancer, the impact our work has and ways to engage with Breast Cancer Now. We're led by the voices of people affected by breast cancer and involve them and champion their views and needs across a range of communications and platforms.

We're working hard to build our brand to builds awareness, trust, loyalty, passion, and affinity with people affected by breast cancer and to be here for everyone who needs us.

We're responsible for delivering c£40 million gross income annually through our fundraising. We fundraise through a broad portfolio of fundraising products, partnerships, and relationships, all with the aim of delivering sustainable income and valued relationships for supporters and for Breast Cancer Now for the long term. We work collaboratively across the charity to develop fundraising which shows the impact our supporters have and the change we want to see in breast cancer.

All our work, and our focus is to be here for *anyone* affected by breast cancer, with support for today and hope for the future.

Our directorate includes teams across:

- Brand, marketing, and communications
- Digital
- Press, PR and celebrity
- Individual engagement and supporter operations (incl. supporter experience)
- Community and events
- Corporate partnerships
- Philanthropy and special events

Job purpose

The digital project manager will be responsible for the delivery, tracking and communication associated with a number of key projects at breast cancer now. These projects will often be cross organisational large-scale pieces of work involving working in a matrix manner. The role will support with the Head of Digital Transformation in program delivery, ensuring that solutions can be adopted quickly and effectively. This will entail collaborating across several large-scale projects spanning various directorates and co-ordinating with external partner agencies. You'll work especially closely with colleagues in the Data Team to identify interdependency between project tasks and drive delivery.

Key tasks and duties

- Manage and build relationships with internal and external stakeholders.
- Create and maintain all project documentation and status reporting including project objectives, requirements, deliverables, success criteria, milestones, dependencies, project status, timelines and burndown rate against budget; Working within an Agile framework.
- Ensures risks are accounted for and that an appropriate risk management process is in place and followed appropriately by the project team; tracking risks, changes, assumptions, decisions and issues.
- Provides guidance throughout the project planning and execution phases, identifying and addressing issues as encountered within a broad area of expertise.
- Liaise with Senior Managers and Managers across the wider digital team, as well as across the organisation, to manage each project and ensure that project tasks are resourced and remain on track, are meeting deadlines and are developing according to the plan. You're responsible not only for identifying project objectives, but also ensuring that they are met.
- Keep stakeholders up to date on the progress of the projects, potential risks and delays.

- Responds to issues, challenges and concerns that arise during the project, challenging and pushing back as required.
- Explains complex issues and works with others to reach a consensus in order to achieve the project objectives/success criteria.
- Develop project timelines, in collaboration with internal and external inputs and manage dependencies with other delivery teams, such as Data team.
- Create suitable project governance and steering frameworks, manage stakeholders, RACI and communications for the overall high-level delivery schedule and project status.

Collaboration and stakeholder engagement

- Work closely with internal stakeholders to ensure project run smoothly.
- Work closely with the data team ensuring their activities are understood and planned in.
- Work with the head of digital transformation to ensure adoption of digital improvements and innovation across the organisation.
- Work with our digital partner, TXP Impact, especially their project manager to keep the plan on track and other teams (subject matter experts, data, content) resources aligned

General responsibilities

- Collaborate with the head of digital transformation to promote digital transformation and agile ways of working across Breast Cancer Now.
- Represent digital positively in internal and external meetings, adhering to organisational policies and procedures.
- Maintain awareness of emerging digital trends to identify opportunities.
- Adhere to all Breast Cancer Now's policies and procedures.
- Undertake any other duties that are within the scope and remit of the role and as agreed with your manager.

Person specification

Qualifications and experience

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

	Method of assessment	
	Shortlist	Interview
Significant and demonstrable project management experience	x	x
Experience of delivering of digital improvement programs	x	x
Highly collaborative with experience in working across different directorates and with subject matter experts	x	x
Experience in acting as the central contact point across an organisation	x	x
Proven experience of using in the Agile framework and ideally hold a recognised Agile qualification	x	
Proven experience of creating and maintaining project documentation such as RAID logs and budget trackers		x
Experience of working in the charity or public sectors	x	x

It's **desirable** for you to have the following qualifications and experience:

	Method of assessment	
	Shortlist	Interview
Experience in delivering new services or service improvements		x

Skills and attributes

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

	Method of assessment	
	Shortlist	Interview
Good planning, organisational and time management skills, with ability to prioritise own workload and work collaboratively with others	x	
Excellent written and verbal communication skills, to ensure clarity of joint objectives and interdependencies are understood and committed to	x	x
Strong interpersonal skills and ability to influence and negotiate		x
Ability to manage multiple projects and prioritise competing priorities		x
Ability to work with other delivery teams to recognise depend mapping the critical success path to successful delivery		x

Ability to communicate complex concepts to in plain English to others who have lower digital skills		x
Ability to inspire and motivate others to deliver on time		x
Ability to lead and challenge appropriately as needed to keep the project on track		x
Ability to identify areas for iterative improvement in project delivery, and seeking associated solutions, while ensuring planned dates are achieved		x
Ability to work accurately work with meticulous attention to detail	x	x
Developed highly efficient ways of working		x
Pragmatic and solution focused		x
Highly organised		x

Knowledge

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

	Method of assessment	
	Shortlist	Interview
Agile project management	x	x
Digital project design, development and deployment	x	x

Role information

Key internal working relationships

You'll work closely with the following:

- Wider digital team
- Fundraising, communications, and engagement directorate
- Policy and influencing team
- Nursing and health information team
- Services and services improvement team

Key external working relationships

You'll work closely with the following:

- External agencies as and when required, which may include design and digital agencies

General information

Role location and our hybrid working model	<p>This role is based in either our Cardiff, Glasgow, London or Sheffield office. However, our hybrid working model allows you to work up to 3 days per week at home. Your other days will be primarily based in either:</p> <p>Ibex House, 42-47 Minories, London EC3N 1DY (open Monday to Thursday)</p> <p>Robertson House, 152 Bath St, Glasgow G2 4TB (open Tuesday to Thursday)</p> <p>St James House, Vicar Lane, Sheffield S1 2EX (open Monday, Tuesday, Wednesday and Thursday)</p> <p>Tudor House, 16 Cathedral Road, Cardiff, CF11 9LJ (open Monday to Thursday)</p>
Induction	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
Hours of work	35 per week, Monday to Friday
Contract type	Fixed term for 2 years
Medical research	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.</p>
Conflict of interests	<p>You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.</p>
Immigration, Asylum and Nationality Act 2006	<p>You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.</p>

How to apply - guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as and for example, your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.