

# WHAT'S THE ROLE?

## WEBSITE OPERATIONS PRODUCER

As part of the Customer Engagement and Experience team, you will lead on the project management – from brief through to launch and transition to business as usual – of exciting digital products that enable us to inspire action and drive positive change for men. Working with multiple agencies, you will help us to develop Agile methods of working to deliver solutions that meet user and business needs, driving continuous improvement.

## IN THIS ROLE YOU'LL...

- Lead and deliver the development of a range of crucial digital products, including website feature enhancements, infrastructure improvements and new platform builds
- Make strategic recommendations regarding the sequencing of projects and their phases, taking into consideration interdependencies and resource availability
- Deliver projects concurrently using Agile/Scrum but also applying Waterfall techniques where needed
- Proactively identify process and data flow issues across internal teams, develop cross-team solutions aimed at improving customer experience, reducing manual processing, and improving data quality, utility and security
- Define the scope and requirements of each project by working with internal teams and product owners, and providing digital expertise
- Balance user need against business requirements and provide holistic recommendations to product owners which centre the user while supporting the charity's strategic aims
- Produce business cases for internal approval and external project briefs for agencies
- Manage website agencies throughout web development projects, ensuring they deliver quality work on time and within budget
- Investigate issues and feature requests prior to raising them with developers, in order to facilitate clear directions and provide potential solutions where possible
- Test new features and functionality during user acceptance testing, and provide final acceptance testing sign-off
- Conduct user testing to ensure that developments meet user needs and to identify further user experience improvements
- Manage deployments and testing, coordinating with agencies and internal teams, and ensuring that changes made to live are implemented successfully
- Produce documentation including project plans, reports and evaluations
- Act as the day-to-day contact for all project stakeholders, proactively keeping them updated on project progress
- Prepare and manage contracts with external agencies
- Track project budgets and keep billing and finances up to date

- Provide cover regarding content upload and publishing when required
- Conduct monthly website maintenance tasks
- Maintain high quality data, making sure information is gathered and recorded in line with the requirements of the General Data Protection Regulation, ICO and Prostate Cancer UK Data Protection Policy.
- Advise product owners re data protection best practice
- Role model our values and behaviours in line with the code of conduct
- Act as a charity ambassador at all times
- Active and dedicated member of the Communications department, collaborating across the department and with the wider organisation
- Actively support our commitment to equity, diversity, inclusion and allyship

## WHO YOU ARE...

- Strong experience managing development projects using Agile/Scrum
- Solid understanding of the software development lifecycle
- Well organised with excellent attention to detail
- Ability to deal with multiple stakeholders and agencies simultaneously
- Strong experience of using project tools – such as Trello, Slack, , Google Docs, etc.
- Strong experience of out-of-the-box CMS packages such as Umbraco, and an ability to quickly learn the mechanics of bespoke platforms
- Ability to understand and communicate complex technical information to non-technical audiences  
Strong experience of writing user stories and acceptance criteria
- Ability to anticipate and plan for dependencies and potential knock-on effects of code changes
- Experience of dealing with pressured situations
- Experience of digital marketing
- Good grasp of website analytics
- Time management skills and solid experience of planning tasks for others
- Adept at managing multiple dependencies
- An excellent communicator – who's confident and credible building trusted relationships, at influencing and negotiating at senior levels and with external stakeholders
- Expert knowledge of standard IT packages including Microsoft Word, Excel and PowerPoint.
- A strong leader with experience in motivating, coaching and developing team members acting as a positive role model

# YOUR ROLE: THE NUTS AND BOLTS

**Your line manager:** Website Operations Manager

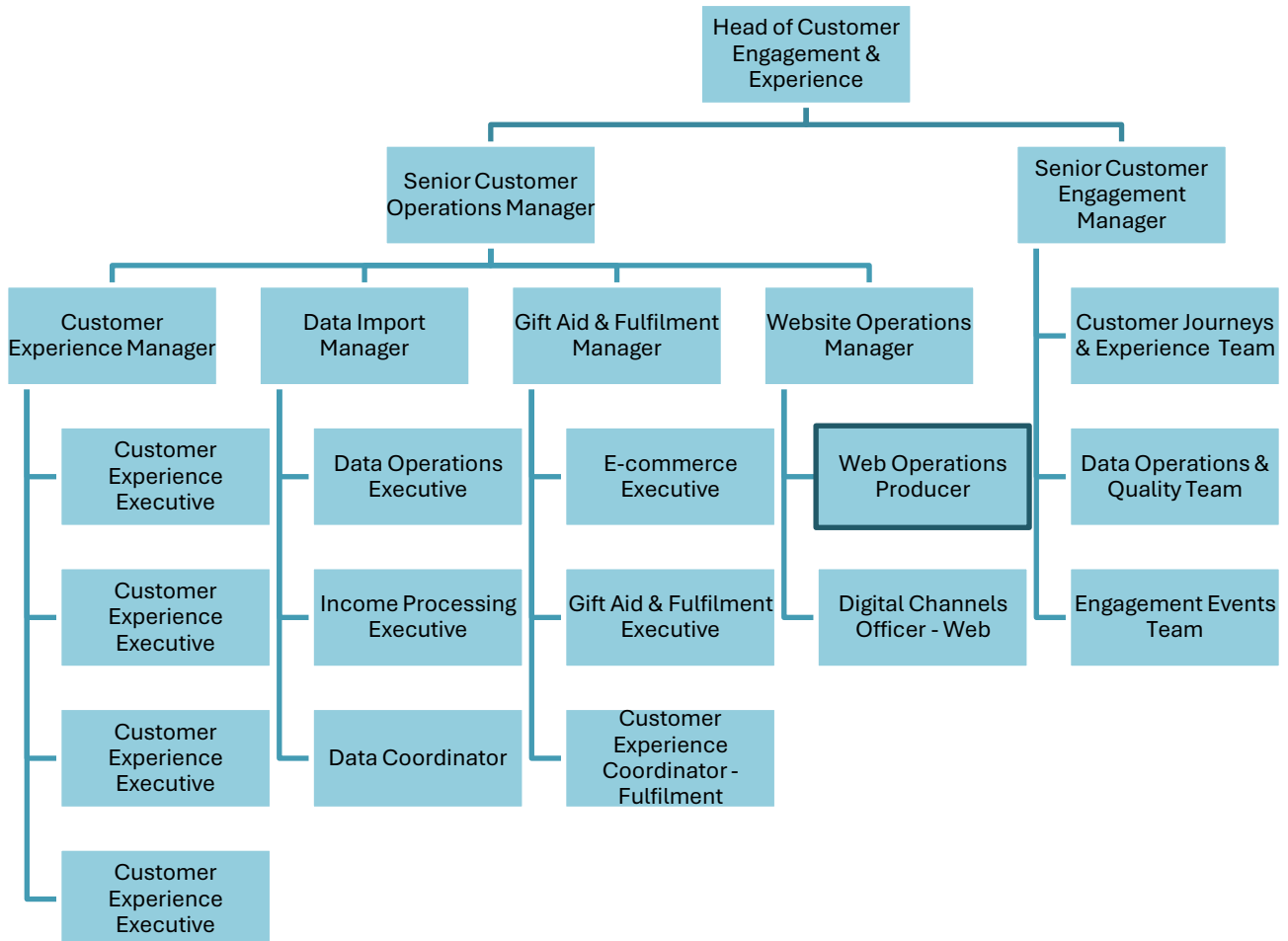
**Job level:** Band 3

**Contract:** Permanent

**Hours:** Full time; 37.5 hours per week We're happy to consider requests for flexible and part-time working on hiring.

**Location:** Hybrid working a combination of remote and in-person working at our London Bridge office. You'll need to be in the office a minimum of 1 day a month in line with our Hybrid Working Policy, a specific number of days is set out in your team agreement. We may need you to come in for specific meetings.

## WHERE DOES MY ROLE FIT IN THE ORGANISATION?

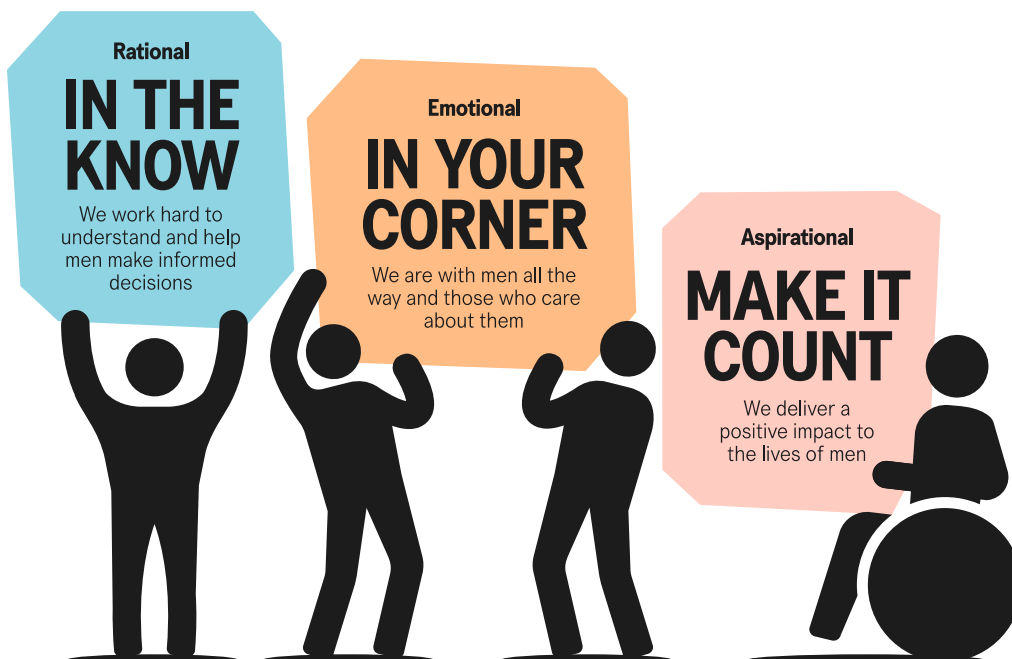


# OUR CULTURE

## VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

## OUR VALUES



## OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
<b>GENEROUS WITH KNOWLEDGE</b> Switched on and well-connected, we share our expertise and make informed decisions.	<b>GOT YOUR BACK</b> Unembarrassed and reassuring, we listen, understand and stand up for those in need.	<b>DO WHAT MATTERS</b> Impossible to ignore, we focus on what matters to drive results and maximise our impact.
<b>NATURALLY CURIOUS</b> Constantly learning and hungry for knowledge, we challenge and push for answers.	<b>OPEN TO ALL</b> Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	<b>NEVER SETTLE</b> Fired up and determined to make a difference in everything we do – and driven to give our best.