

## Job Description

<b>Job Title:</b>	Digital Project Manager
<b>Responsible to:</b>	Director of Carer Support
<b>Department:</b>	Carer Support
<b>Salary:</b>	c£31k (inclusive of ILWA) pro-rata
<b>Hours:</b>	21-28 hours per week
<b>Location:</b>	Ideally office based at 20 Great Dover Street, London, SE1 4LX, though remote working will be considered with a commitment to work in the office for a minimum of 1 day/week
<b>Contract:</b>	12 months fixed term contract

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### Aims of the role

- Project manage the re-development of Carers UK's websites with our website agency, including a content audit, stakeholder insights, re-design, migration to a new platform and testing.
- Enable the project to run smoothly with a focus on planning, scheduling, coordination, monitoring progress, tracking actions, resolving issues and reporting.

### Main duties

#### Websites redevelopment project

- Maintain a project schedule with realistic timings, and plan ahead with Managers to ensure that everyone who needs to be involved is fully aware of what is expected of them and when.
- Organise user consultation, research and testing activities to ensure carers are represented at all stages.
- Act as the main point of contact for the website agency and establish clear lines of communication between key internal stakeholders and the agency.
- Be responsible for ensuring that relevant stakeholders are kept up to date on project developments, changes in timings and any issues that need escalating for resolution.
- Anticipate the areas that could potentially throw the delivery of the project off track and take steps to avoid these issues escalating.
- Gather requirements and help with the process of prioritising them to agree the scope of the rebuild.
- Manage the tender process for phase 2 (rebuild) of the project with agencies.

- Assist staff across departments to complete a content audit and migration within agreed timescales and to a high standard.
- Work closely with the website agency and staff across departments to agree a test plan.
- Assist staff with carrying out acceptance testing before project deliverables are signed off, and ensure that a clear audit trail is kept.
- Organise and play an active role in regular project meetings, and keep a record of actions and issues.
- Provide reports for project meetings and the Senior Management Team on progress and risk areas.

### Contribute to the Work of Carers UK

Participate as a valued member of the Carer Support department, contributing positively to its development.

Work in close co-operation with other members of staff and actively contribute to internal meetings and staff conferences.

### General

Promote equality and diversity and work at all times in accordance with Carers UK's values, policies and procedures.

Comply with data protection regulations, ensuring that personal information remains confidential.

Ensure safeguarding policy and procedures are followed at all times.

Reasonably undertake any other duties as required by your line manager that are commensurate with the level of this post.

## **Our Values**

### **Carers are at the heart of everything we do**

We are:

- Open and approachable
- Inclusive, respecting the diversity of each other's caring experience
- Independent and tenacious
- Expert and innovative
- Committed to working with others.

## **Review**

The details contained in the job description reflect the content of the job at the date the job description was prepared. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder at the appropriate time.

# Person Specification

Job Title: Digital Project Manager

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<b>Experience and knowledge</b>		
Strong project management experience delivering digital projects	x	
Experience of new web build and design projects	x	
Experience working closely with agencies	x	
Experience of collaborative working and building positive effective relationships with staff across organisations	x	
Experience of involving and engaging service users in development work	x	
Experience of updating and managing websites using Content Management Systems	x	
Commitment to promote equality and diversity and demonstrated knowledge of how this affects website development	x	
Knowledge and understanding of theoretical and practical aspects of project management approaches		x
Knowledge and understanding of the issues and needs facing carers and their families		x
Experience of completing web testing across multiple devices and browsers.		x
<b>Skills and abilities</b>		
Excellent planning and organisational skills, able to prioritise and manage multiple workstreams with ease to deliver work on time to a high quality	x	
Excellent team working skills and an ability to work in close co-operation with other members of Carers UK and nation staff, including to agree deadlines.	x	
Highly familiar with analysing data from Google Analytics and other tools to monitor performance, identify trends and make recommendations based on findings	x	
Positive, proactive approach with the ability to identify gaps and opportunities and ways of meeting them, and resolving issues	x	
Excellent IT skills – including proficiency in Content Management Systems and excel.	x	
Inspiring, motivated and performance driven.	x	

E = Essential D= Desirable

Date of review: November 2018