RedbridgeCVS

JOB DESCRIPTION
Digital Programme Manager

Job title:	Digital Programme Manager
Employer:	RedbridgeCVS
Responsible to:	Head of Community Development
Responsible for:	Communications Assistant
Place of work:	RedbridgeCVS, 103 Cranbrook Road, Ilford IG11 9DQ
Hours of work:	28 hours per week
Salary:	£40,000 per annum pro-rata (£32,000 actual) plus 5% pension contribution

Purpose of the post:

- To lead on developing and delivering RedbridgeCVS's tech and digital strategies.
- To support the development and effective use of digital technology at RedbridgeCVS and in the voluntary and community sector (VCS).
- To provide capacity building support for the VCS, responding to the digital and technology needs of the sector.
- To oversee RedbridgeCVS's IT operations.

Specific responsibilities:

1. **Training and Capacity Building**
   - 1.1 To develop and deliver an engaging and interactive training offer which meets the IT and digital development needs of the VCS.
   - 1.2 To develop and deliver a consultancy offer for VCS organisations, advising and supporting groups to develop their tech and digital strategies.
   - 1.3 To produce a range of accessible templates, toolkits and resources for VCS organisations.
   - 1.4 To support VCS organisations to build their online presence including website development support.
   - 1.5 To develop relationships and partnerships to enhance the RedbridgeCVS offer and build the digital skills and confidence of the VCS.
   - 1.6 To devise and implement a staff induction and training plan to ensure that RedbridgeCVS staff are able to achieve maximum benefit from IT hardware and systems.

2. **Project Management**
   - 2.1 To lead on the planning, implementation and management of internal IT and digital development projects.
   - 2.2 To manage project budgets, identifying potential risks and taking timely remedial action as required.
   - 2.3 To ensure that all relevant KPIs and funded outcomes are achieved.
   - 2.4 To prepare and submit timely and accurate monitoring reports.
   - 2.5 To recruit and manage volunteers to support and progress RedbridgeCVS's IT and digital priorities.

3. IT Operations

3.1 To maintain constructive working relationship with external providers of IT goods and services, acting as a first point of contact and leading on contract management and monitoring.

3.2 To ensure that all IT infrastructure and systems are proactively managed.

3.3 To lead on data management and data protection, including managing our CRM system and developing and implementing strategies for its effective use.

3.4 To advise and assist in the development of relevant internal policies and procedures.

3.5 To issue and record allocations of IT equipment.

4. Digital Marketing and Communications

4.1 To develop and implement strategies to enhance the RedbridgeCVS website and digital communications.

4.2 To undertake creative copywriting for a range of promotional materials including the website, social media, newsletters, reports and other publications as required.

4.3 To provide line management support, regular supervision and annual appraisals for the Communications Assistant.

4.4 Work closely with teams across the organisation to ensure that the RedbridgeCVS website is relevant, up to date and fit for purpose.

5. General responsibilities

5.1 Help to ensure that RedbridgeCVS embraces diversity, challenges discrimination, and reflects the communities of Redbridge.

5.2 Participate in your own reviews and appraisals.

5.3 Take part in training and personal development, and participate in team meetings, staff and Board development and away days and reviews.

5.4 Be an active team member and representative of the organisation.

5.5 Contribute to the development and performance of RedbridgeCVS.

5.6 Adhere to all RedbridgeCVS policies and procedures.

5.7 Undertake any other duties as required which are in line with the objectives of the post.

This is a description of the job as it is presently constituted. It is the practice of RedbridgeCVS to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

RedbridgeCVS is committed to safeguarding and promoting the welfare of children and vulnerable adults. Please note that this post is subject to a basic DBS check.

RedbridgeCVS is an equal opportunities employer. We welcome applications from all sections of the community.

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PERSON SPECIFICATION
Digital Programme Manager

	Essential	Desirable
Education	• Educated to degree level in a relevant field or equivalent work experience.	• L3 Award in Education and Training
Knowledge and skills	• Ability to manage a varied workload and competing priorities. • Good knowledge and understanding of the needs of the voluntary and community sector. • Excellent knowledge and understanding of data protection and compliance. • Ability to communicate well both verbally and in writing with a range of internal and external stakeholders. • Ability to interpret technical processes into layman's terms for non-technical audiences.	
Experience	• Experience of project management within IT and digital. • Experience of website and digital communications. • Experience of managing staff and/or volunteers. • Engaging facilitation skills and experience of developing and delivering training. • Experience of managing contracts with external providers. • Experience of a wide range of digital tools and systems, and knowledge and understanding of digital user journeys.	
Personal attributes	• A creative problem solver with a collaborative and solution-focused approach. • A commitment to continuous learning and improvement.	
Other requirements	• A willingness to work flexibly, including occasional evenings and weekends. • Ability to work on own initiative but also as part of a team, and alongside other teams. • An understanding of and commitment to equality, diversity and inclusion in practice.	