**Job Description**

**Job Title:** Digital Project Manager

**Contract:** 2 year Fixed Term Contract

**Department:** Impact & Innovation

**Reports to:** Senior Digital Product Manager

**Location:** Home working andHead Office, Hammersmith, London W6 7NL

**Purpose of the Role:** You will be responsible for the project planning and delivery of Turn2us’ digital projects. We are currently undertaking projects on Turn2us’ most strategically important digital products: the new Turn2us Benefits Calculator and Grants Search. The Benefits Calculator is in the Beta phase and the Grants Search is in the discovery. You will lead Agile teams throughout the projects, working with the Product Owners and the wider digital team on planning, reporting and resource scheduling for them.

**Key Responsibilities and Accountabilities:**

1. **Lead the agile team through the iterative delivery of Turn2us digital products.**
2. **Ensure that requirements and acceptance criteria are clearly defined and documented.**
3. **Report and disseminate progress and findings, managing risks and issues.**
4. **Manage project schedules, scope, budget and team workload.**

**Scope of the role:**

1. **Lead agile teams through the iterative delivery of the charity’s key digital products**
* Work closely with Product Owner to ensure the Agile process works effectively within the overall project objectives and goals.
* Put in place key meetings within the Agile cycle and lead project meetings and facilitate workshops as required.
* Work closely with the development team to create user stories and tickets for the product backlog.
* Ensure the product is delivered in line with the vision and roadmap.
* Ensure there is a clear product roadmap and delivery plan and that the product vision and outcomes are clearly communicated and agreed across the project team and key stakeholders.
* Ensure the product is co-produced with people who have a lived experience of poverty to help define and develop requirements for the new product.
* Collaboratively plan for the incremental delivery of the product over a series of sprints.
* Ensure the product is delivered in line with good practice accessibility and usability guidelines and the Turn2us values.
* Assist the development team in sprint completion by ensuring stories/bugs are in the correct status.
* Provide project leadership and motivation to ensure team/suppliers are fully engaged, supported and working effectively; acknowledging positive contributions and addressing performance improvements required. Escalate any issues or blockers to the Senior Product Manager.
1. **Ensure that requirements and acceptance criteria are clearly defined and documented.**
* Work closely with the Product Owner and project team to ensure detailed feature and capability requirements are clearly defined.
* Working with the Product Owner, prioritise requirements and features for development.
* Develop key documentation using online systems where appropriate (Jira/Trello) to monitor and track progress, manage changes and communicate project performance
* Ensure that detailed user stories and acceptance criteria are produced as part of the product delivery process.
1. **Report and disseminate progress and findings, managing risks and issues**
* Provide regular progress and insight reports to the key stakeholders.
* Identify and monitor project risks and issues, developing mitigating actions and escalate as appropriate.
* Disseminate the findings from user testing and research, working with colleagues across the charity, project funders and partner charities.

1. **Manage project schedules, scope, budget and team workload.**
* Co-ordinate staff engaged in the project, managing and protecting project team members’ time in line with other organisational priorities.
* Manage the budget, setting up systems to monitor the day-to-day income and expenditure relating to the work.
* Provide matrix/project management support, Agile project management coaching and support to delivery teams
* Capture key information including, high level objectives, benefits, risks, dependencies, scope, resources and costs.

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the charity. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change. The post holder will be expected to ensure that their work complies with contractual terms and conditions, the Charity’s policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

# Person Specification

**Skills:**

* Agile/SCRUM training/experience in digital project management and life-cycle management.
* Strong understanding of user experience design and research techniques.
* Ability to plan, prioritise and deliver complex digital products to agreed deadlines and costs.
* Setting KPIs, monitoring progress against targets, applying insights and knowledge to improve future performance.
* Interpersonal skills, demonstrating tact and negotiating sensitively, building networks and shared goals.
* Embedding new processes and functions within an organisation.
* Ability to build effective, productive working relationships with suppliers, funders and stakeholders.
* Excellent written and verbal communication skills, with an ability to communicate and present with confidence to a wide range of individuals and organisations.
* Ability to manage budgets and financial transactions such as approving invoices and tracking expenditure.

**Knowledge:**

* An understanding and commitment to promote equality, diversity and inclusion.
* Broad knowledge of the scope of the charity sector.
* Broad knowledge of the welfare benefits system and grant giving sector would be helpful, but not essential.

**Experience:**

* + - * Experience of project management of digital products.
			* Experience of engaging with people at all levels and working collaboratively with colleagues, funders, suppliers and key stakeholders.
			* Experience of using project management tools such as Jira, Trello and Slack.
			* Experience of managing an income and expenditure budget.
			* Ability to manage suppliers.

**Personal Attributes:**

* Share the organisation’s values: compassionate, open, collaborative, innovative and driven
* A positive and energetic approach to problem solving.
* A commitment to very high standards of work and customer care.
* Highly motivated with an ability to work on own initiative and work proactively in key areas of responsibility.
* A team player, supportive of and interested in colleagues and key stakeholders.
* Solutions-focused, pragmatic and collaborative in your approach, with an excellent attention to detail.

Turn2us is fully committed to equality, diversity and inclusion in our sector. We want this to be reflected in the diversity of the people who work for us and we welcome applications from people from all backgrounds.