

## Digital Delivery Manager

<b>Job Level</b>	4	<b>Job index reference No.</b>	IDT0016
		<b>Role review</b>	2026
<b>Directorate</b>	ISD/ Technology	<b>Service/Function</b>	Digital
<b>Reports to</b>	Digital Delivery Lead		

### Scale and scope of role

<b>Direct reports</b>	0	<b>Indirect reports</b>	0
<b>Budgetary responsibility / accountability</b>	N/A	<b>Accountability for other resources</b>	N/A
<b>Reach and impact</b>	Delivering projects and products to achieve measurable outcomes for people in crisis, using the appropriate agile project management methodology, learning & iterating frequently		

### Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

### Our values and principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

## Purpose of the role

Helping people in crisis is what we do. To help us to that better, we're transforming how we use digital by embracing a more agile way of working within our growing digital team to better enable us to deliver great digital products and services. To help us do that, we're looking for a delivery manager, with experience of a range of ways of working, including agile.

You'll be the person who helps build a collaborative culture and create a suitable environment for the team, removing obstacles and working closely to turn the product or service vision into reality. You'll need some of the skills of a traditional project manager but with a strong focus on agile and lean tools. You'll bring first rate communication skills, and be able to lead, inspire, motivate and facilitate.

In addition to delivering specific products, projects and workstreams, you will be central to building and maintaining the capability of our digital function to effectively govern, prototype, deliver and run digital products and services, and provide an environment that enables continuous delivery. You will also champion the use of open-source technology where ever possible, and take an active interest in the wider digital community.

## Main responsibilities

Your primary responsibility is the delivery of digital products and services. To do this, we expect you will:

- ensure projects and teams are delivering outcomes to budget and time
- coach individuals and teams on agile ways of working whilst helping the wider business see the benefits of agile delivery
- facilitate team planning sessions, daily stand-ups, sprint planning and retrospectives
- encourage a culture of innovation focused on adding value
- support openness and transparency in the team and directorate
- lead on open-source initiatives
- remove blockers and obstacles
- protect the team from distraction
- challenge existing assumptions
- help define project needs
- prioritise workload and negotiate with stakeholders
- estimate the resource and time required to ensure successful delivery
- give people the right tools to do their job effectively by ensuring adequate resources are available and assigned
- track progress and ensure information is easily accessible
- manage difficult situations with confidence and clarity
- solve any procurement challenges
- give enthusiastic and constructive feedback
- help ensure positive morale and performance

## Team Member

- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

## Pre- engagement checks

### Criminal Records

#### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

## Drivers Checks

> Required No
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## Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness

## Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
<b>Knowledge and Skills</b>	Essential	<ul style="list-style-type: none"> <li>• Excellent organisational and communication skills</li> <li>• Excellent estimation and budget scoping skills</li> <li>• Coaching</li> <li>• Collaborative approach to working</li> <li>• Stakeholder engagement</li> <li>• Negotiation</li> <li>• Risk management</li> <li>• Results-oriented</li> <li>• Agile project management qualification eg Scrum</li> <li>• Knowledge of product development life cycle</li> <li>• Knowledge of innovation techniques and digital design principles</li> <li>• Educated to degree-level or equivalent experience</li> <li>• Experience in open source and other technologies and how to procure them</li> </ul>	I/A		
	Desirable				

<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>• Experience of working closely with product development, digital or innovation teams.</li> <li>• Experience of managing budgets</li> <li>• Experience of coaching people</li> <li>• Experience of developing strategy objectives and roadmaps</li> <li>• Experience of managing and working with large numbers of stakeholders</li> <li>• Experience of managing a portfolio of products or services</li> </ul>	S//A		
	Desirable		S/I I I S//A S//A		
<b>Behaviours</b>	<p><b>SHAPING RED CROSS FUTURE</b></p> <ul style="list-style-type: none"> <li>• Put people in crisis at the heart of what you do.</li> <li>• Ability to gather and use information effectively, explore possible approaches and strategic opportunities.</li> <li>• Demonstrate flexibility and open-mindedness.</li> <li>• Support and share</li> </ul> <p><b>CONNECTING WITH OUR PEOPLE</b></p> <ul style="list-style-type: none"> <li>• Working collaboratively</li> <li>• Thinks about how their communication methods impact others.</li> <li>• Demonstrates enthusiasm and commitment, involving others in order to contribute to the BRC.</li> </ul> <p><b>ACHIEVING OUR BEST</b></p> <ul style="list-style-type: none"> <li>• Solution focussed</li> <li>• Demonstrate personal resilience by remaining composed and positive under highly stressful or pressurised situations over time.</li> </ul>		I  I  I		
<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <li>• Ensures inclusive practice and promotes diversity</li> </ul>			
	Desirable				

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.