BritishRedCross

Senior Product Delivery Manager

Job Level	**5**	**Kornferry Function**	*PV17*
Directorate	**UK Operations**	**Function/Service**	**UK Resilience**
Direct Reports	**6**	**Indirect Reports**	**1**
Line Manager Title	**Product Lead**	**Budgetary Responsibility**	**0**

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in Our Leadership Framework - RedRoom.

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. Our Leadership Framework - RedRoom, along with Our values and behaviours - RedRoom and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British 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. You can read more about Equity, Diversity & Inclusion (EDI) at the British Red Cross - RedRoom here.

Role description:	
Purpose	The Senior Product Delivery Manager provides leadership for the multidisciplinary practitioners within the product team, ensuring delivery and quality of design, content, engineering, and multimedia work. The role ensures that the team has the right conditions and capabilities to deliver excellent, user centred products and services at pace, and works with the wider product team to manage the prioritisation and delivery of product development. They will also take on some delivery management responsibilities for significant or strategic product development.
Key Responsibilities *Under maximum of 4 headings with a maximum of 6 bullets per heading*	**Leadership of multidisciplinary team** • Be the catalyst within the Product team, bringing the team together around problems to deliver products and improvements that have tangible impact, at pace and in line with the direction set by the Product Lead • Drive a culture of high performance, ensuring effective decision making. • Ensure practice quality, consistency, and alignment with organisational standards, and maintain high standards in research, design, content, engineering, and multimedia output. • Review deliverables, provide constructive feedback, and ensure accessibility, usability, and technical standards are met. • Provide direction, and line management support to practitioners across service design, content design, multimedia production, and engineering. • Champion user centred and evidence- based- practice across all disciplines. **Delivery Management** • Lead planning and prioritisation of deliverables, working with the Product Lead and Product Managers to ensure effective use of resource to meet outcomes. • Lead workload management and allocate team resource to ensure balanced capacity and effective delivery across the portfolio. • Support the Product Managers and service owners in translating product goals into clear, actionable work for practitioners.

	• Responsible for unblocking delivery issues, ensuring continuous improvement, and drive a focus on delivery, decision making and impact. • Act as the delivery manager for the practitioner group, ensuring smooth planning, prioritisation, and execution of work within the product team. • Maintain visibility of team capacity, progress, risks, and dependencies, escalating where needed to support effective delivery. **Productivity and performance** • Embed agile delivery and coach individuals and teams on agile ways of working, helping the team to learn and adapt to increase the effectiveness of delivery. • Lead appropriate agile planning sessions, daily stand-ups, sprint planning and retrospectives, and by managing various dependencies across teams, departments and the organisation. • Coach and mentor wider team members and senior stakeholders to help them build experience and confidence with new ways of working, to further establish good practice. • Promote effective collaboration across disciplines and ensure practitioners have what they need to work efficiently. **Stakeholder Management & Collaboration** • Work with the Product Lead, Product Managers, and Change & Implementation Lead to ensure end to end delivery is cohesive and well supported. • Build and manage relationships with key functions across the BRC, including Technology, Marketing, and other enabling functions as needed to enable effective design, development and delivery. • Represent practitioner perspectives in planning and decision making- discussions. *The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.*
Know-how *From your overall 'Know-how' description, please indicate clearly which are 'Essential Criteria' (no more that 6) and which are 'Desirable Criteria' (no more than 3) – these will then be used in recruitment (for advertising and shortlisting purposes)*	**Knowledge and Skills** • Strong leadership skills with the ability to support, coach, and develop multidisciplinary practitioners* • Deep knowledge of at least one relevant discipline (e.g., service design, content design, engineering, or multimedia production)* • Strong understanding of user centred design principles, and agile delivery practices* • Ability to balance multiple priorities, manage workflow, and maintain high quality across diverse outputs* • Excellent communication and facilitation skills, with the ability to work effectively across technical and non-technical groups* • Skilled in creating an inclusive, collaborative, and psychologically safe team environment.* • Understanding of the tools, methods, and standards used across design, content, engineering, and multimedia practices. **Experience** • Proven experience leading or managing multidisciplinary teams* • Demonstrable experience working within agile product or service delivery environments* • Experience providing constructive feedback and quality assurance across multiple disciplines* • Experience supporting professional development, coaching, or capability building activities*

	• Experience working with cross functional partners such as product managers and operational teams* • Experience in humanitarian, voluntary sector, or mission driven organisations.
Additional Requirements	• Up to monthly travel to team meetings in various UK locations

Pre Engagement Checks Highlight bold as required		
DBS- England & Wales	None	
PVG- Scotland	None	
Access NI- Northern Ireland	None	
Driver Check	Yes/**No**	
International Roles Only		
International Police Check	Yes/No	
International Driving Licence for manual cars	Yes/No	

Role Reference		**Review Date**	

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.