

Role Profile

Details	
Job title:	Digital & Technology Manager
Reporting to:	Head of Digital
Location:	Harrogate
Line reports:	Digital & Technology Officer
Overall purpose of the role	
<p>To lead the delivery of digital and technology projects and Digital Roadmap to ensure that Yorkshire Cancer Research has the tools, services and capabilities to be able to deliver against the Charity's strategy. This includes supporting the ongoing development and delivery of the Digital Roadmap, leading on key digital and technology projects and supporting all departments in the discovery and implementation of digital technology and enablers.</p>	
Key responsibilities	
<p>Delivery of Digital Roadmap</p> <ul style="list-style-type: none"> • Support the Head of Digital in the development, maintenance and delivery the Digital Roadmap. • Prepare reports and papers on required topics to inform the Digital Strategy and Roadmap. • Establish digital and technology projects and initiatives on the Digital Roadmap including planning, benefits articulation and requirements gathering. • Oversee the development and maintenance of digital systems and resources across the team to support the delivery of the Digital Roadmap e.g. Planner, Trello, TRE (CRM), OnBoard, SharePoint etc. • Working with the Head of Digital to develop and embed lean, iterative, collaborative, matrix and user-centric planning and working practices within digital and technology project teams. • Lead on the development and delivery of relevant training for all to enhance the digital skills and capabilities across the charity. • Manage digital agency providers, when required, to deliver projects successfully from start to finish. • Where required deputize as needed for the Head of Digital. • Undertake other duties relevant to the purpose of the role as requested by the Head or Digital and/or the Director of Finance & Corporate Services. <p>Project Management</p> <p>Act as Project Lead for digital and technology projects including but not limited to:</p> <ul style="list-style-type: none"> • Leading project meetings, co-ordinate papers and production/distribution of documentation such as agendas and minutes. • Creating and managing key project documentation such as plans, raid logs etc. • Requirements gathering and coordination. • Project reporting and communication. • Stakeholder engagement and management. • Risk and issue co-ordination, maintenance and documentation. • Supporting work to ensure that lessons are learned from each project. 	

- Recording actuals against project plan and highlighting variances.
- Carrying out and/or coordinating analysis where needed.
- Acting as key contact for third parties as needed e.g. agencies, service providers etc.
- Ensuring appropriate levels of project governance in accordance with the YCR project management methodology.

IT Services Management

- Oversight of the duties of the Digital Officer in relation to IT support.
- Attend quarterly review meetings with 3rd Party IT Partner and support the Head of Digital in delivery of IT Services.
- Draft, update and manage relevant IT policies as needed.
- Provide support for colleagues who have IT queries.
- Lead and deliver IT projects and services as required.

Cyber Security & Digital Resilience

- Support the Head of Digital in the ongoing development and management of cyber security measures.
- Keep abreast of the changing cyber security landscape and pro-actively feed this into the cyber security and IT services roadmap.
- Support the creation, updating and management of relevant security policies as needed.
- Support the Head of Digital in the management of the Cyber Security risk register
- Lead and deliver cyber security measures and initiatives as required.
- Contribute to the development and delivery of a cyber security training programme.

People Management

- Lead and manage team members, ensuring they have clear objectives and fully understand their individual role in driving the charity forward.
- Encourage innovation and idea generation by creating a supportive, nurturing, and empowering culture and environment for team members.
- Appropriately and fairly challenge team member in the delivery of their objectives and work to help them become the best they can be using coaching techniques as needed.
- Holds regular meetings (monthly as a minimum) with individual line-reports to monitor progress, adapt objectives and identify developmental needs.

Team collaboration

- Role model the values of the charity.
- Help to establish and maintain a supportive and stimulating working environment within the Digital team and project teams that generates high capability, autonomy, collaboration, trust, high performance and efficient, effective delivery.
- Support other teams in the organisation as necessary to achieve charity-wide goals and priorities.
- Represent the Digital team on digital or technology related issues as and when required.
- Act as a digital and technology champion across the organisation sharing expertise and best practise and supporting other teams as needed.

Qualifications

- Bachelor's degree or equivalent in a relevant subject.
- Evidence of continuous professional development relevant to the role and level.

Knowledge and experience

- Exposure to digital project management or delivery environment.
- Experience of developing and maintaining strong relationships with a broad range of stakeholders.
- Experience of working with digital tools and services.
- Experience of working with third party relationship management and procurement.
- A solid understanding of digital and technology landscape.
- A solid understanding of digital transformation is desirable.

Skills and abilities

- Excellent written communication skills, able to communicate complex ideas to a wide audience.
- Excellent networking and interpersonal skills with an ability to engage with a wide range of internal and external stakeholders.
- Excellent organisational skills, including time management skills, the ability to prioritise workload to meet deadlines and coordinate multiple complex projects.
- Able to develop reports and present complex information to range of stakeholders.
- Able to carry out research and analysis and document and/or present.
- Able to work autonomously and as part of a team.
- Ability to adapt to change and manage workloads effectively.
- Excellent attention to detail.
- Be flexible, determined and methodical.
- Strong digital and IT skills including Office 365, CRM and collaboration tools.

Values and behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' included in this pack).
- A dedicated and respected team player creating effective working relationships with others.
- Comfortable with changing environments and demonstrates resilience.
- A relentless commitment to continuous improvement.
- A passion for excellence.

Other requirements

- Proof of your eligibility to work in the UK.
- Professional qualification check and DBS check (to be undertaken once role is offered and accepted).

Our Values

Values	Behaviours to be demonstrated
DELIVER IMPACT	<p>Drive for results:</p> <p>Searches out target audience intelligence to inform decisions, taking time to understand target audience requirements and insights.</p> <p>Thinks analytically about Key Performance Indicators (KPIs) and how to achieve them.</p> <p>Appropriately delegates responsibility to team members to deliver against goals and KPIs and supports them to achieve their targets.</p>
	<p>Efficiency:</p> <p>Understands the availability of resources, making and following plans to leverage these for best effect.</p> <p>Sets timescales and pushes to make things happen quickly and efficiently.</p>
HAVE INTEGRITY	<p>Honesty and respect:</p> <p>Earns the trust and respect of line reports, colleagues and business contacts by being reliable and professional at all times.</p> <p>Represents Yorkshire Cancer Research values and behaviours through all contact with potential and existing suppliers.</p>
	<p>Courage and conviction:</p> <p>Is decisive in establishing clear priorities for self and team.</p> <p>Tough and resilient when dealing with change.</p>
CHAMPION EXPERTISE	<p>Continuous improvement and innovation:</p> <p>Uses data and facts – rather than anecdotes - to influence decision-making.</p> <p>Takes the initiative in identifying and embracing the opportunity for improvement and puts this firmly on the Yorkshire Cancer Research agenda.</p>
	<p>Governance / control:</p> <p>Contributes to the development of new processes and ways of working that address/meet relevant governance and control requirements.</p> <p>Follows the Charity’s ethical code of conduct and ensures suppliers do too.</p>
ONE TEAM	<p>Collaborative:</p>

Collaborates cross-functionally to facilitate high levels of organisational alignment.

Develops and maintains a network of contacts outside and across Yorkshire Cancer Research.

Leadership:

Is a role model for Yorkshire Cancer Research values.

Builds an effective, collaborative team.

Provides clear, consistent messages about the direction of Yorkshire Cancer Research.

Identifies and addresses team member's development needs.

Actively supports change.

Encourages and allows people to take responsibility and exercise initiative.