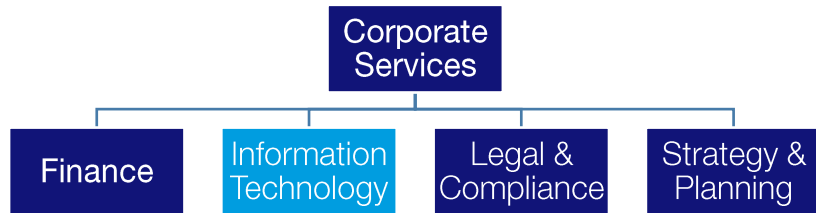
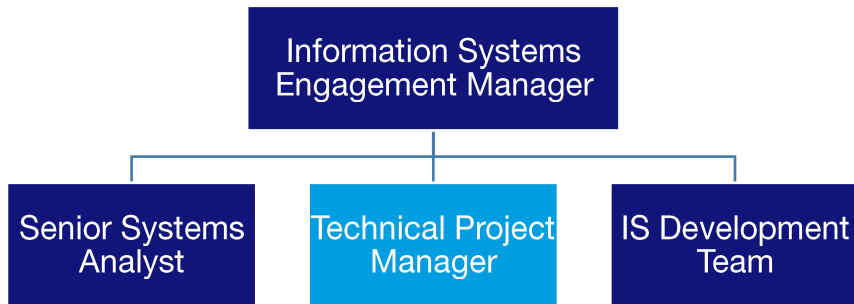


<p>Job Title Technical Project Manager / SCRUM Master</p>	<p>Directorate and team This role sits in the Insert Team in the Insert Directorate</p>
<p>Key focus of the role</p> <ul style="list-style-type: none"> ▪ Manage projects to deliver critical outcomes for Diabetes UK from the Information Systems (IS) team. ▪ Instil best practice around project management and AGILE principles within project teams ▪ Coordinate activities within the Information Systems team on a weekly basis 	<p>Department</p>  <pre> graph TD CS[Corporate Services] --> F[Finance] CS --> IT[Information Technology] CS --> L[Legal & Compliance] CS --> SP[Strategy & Planning] style IT fill:#00AEEF,color:#fff </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> ▪ Manage the delivery of project outcomes relating to the IS team ▪ Start and maintain weekly development/delivery cycles ▪ Train IS team on best practice around project management and AGILE principles 	<p>Job and reporting Line</p>  <pre> graph TD ISEM[Information Systems Engagement Manager] --> SSA[Senior Systems Analyst] ISEM --> TPM[Technical Project Manager] ISEM --> ISDT[IS Development Team] style TPM fill:#00AEEF,color:#fff </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: Permanent ▪ Hours: 35 hours per week ▪ Pay range Band: 4 	
<p>Key working relationships internal</p> <ul style="list-style-type: none"> • Information Technology Team including our Senior Data Engineers, Developers, Senior Support Analyst our Support team and also Infrastructure, Operations and our MS 365 manager. • Better Data Programme Board Members and Working Groups • Services teams including our Customer Contact Centre • Engagement and Fundraising / Business Support Team • Digital Team including Digital Architects 	

Key working relationships external

- Information Governance team
- Business Analysts
- Other Project Managers
- Process and product owners throughout the organisation

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Improving Delivery	Managing Resources	Collaborating with Colleagues	Making Change Happen
<ul style="list-style-type: none"> ▪ Implement SCRUM theory effectively within the charity appropriately and then be an organised leader experienced in working within a technical team. In turn supporting the delivery of projects and BAU. (S) ▪ Managing change around DevOps adoption, both within the IT/Dev team and wider stakeholders and Business Analysts. ▪ Facilitating critical events that need to become the norm once working practices have changed e.g. Sprint Planning, Daily Scrums, Sprint Review, and Sprint Retrospectives. 	<ul style="list-style-type: none"> ▪ You can manage several workstreams simultaneously, as an organised person who can keep perspective while showing great attention to detail. ▪ Understand resourcing capacity/constraints in dependent project and support functions to ensure deliver. 	<ul style="list-style-type: none"> ▪ Confidently manage stakeholders in matrix teams. ▪ You can lead and develop relationships with stakeholders at all levels of the business, to engage, challenge and influence others, including motivating others to engage with the programme. ▪ Experience with Azure DevOps to help stakeholders have good project visibility. (S) ▪ You can create high quality written outputs for a wide range of audiences, from Programme Board and Executive Team to front-line support teams and stakeholders. 	<ul style="list-style-type: none"> ▪ You can deliver complex projects within wider programmes of activity with high levels of dependency. (S) ▪ Be accountable for delivery and maintenance of high-quality outputs and work to deliver the best possible outcome for the charity and our customers despite any challenges that arise. ▪ Able to translate complex requirements or scenarios into clear, pragmatic ways forwards. ▪ Effectively manage your own workload and identify and resolve project risks so delivery timelines are met.

Skills, knowledge, experience and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Improving Delivery	Managing Resources	Collaborating with Colleagues	Making Change Happen
<ul style="list-style-type: none"> ▪ Understand the flexibility required to implement Agile methodologies in an organisation where this will be a cultural shift in many departments. ▪ Experience with Azure DevOps. (S) ▪ SCRUM Master: You have a strong understanding of SCRUM theory, practices and guidelines. (S) ▪ Experience in the integration of Agile/Kanban with ticketing (i.e. BAU with Projects) (S). ▪ Knowledge of GDPR and other privacy laws and their implications in the context of database management (CRM and marketing automation platforms) ▪ Knowledge of fundraising regulations and other charity-specific regulations. ▪ Knowledge of IT process improvement and automation 	<ul style="list-style-type: none"> ▪ Managing resources, directly and in matrix environments. ▪ Working within a programme environment with multiple dependencies between projects. ▪ Financial management, including budgeting and cost control. 	<ul style="list-style-type: none"> ▪ You can confidently identify stakeholders, engage and motivate them to deliver on projects involving matrix teams. ▪ You can communicate with technical and non-technical stakeholders, deliver training and guidance, and facilitate discussions within a multidisciplinary team with potentially challenging dynamics. ▪ You know how to manage different perspectives. ▪ Working within a programme environment with multiple dependencies between projects. 	<ul style="list-style-type: none"> ▪ Proven track record in leading complex digital transformation programmes in charity settings. (S) ▪ Delivery of end to end processes in the project lifecycle. ▪ A passion for customer service, and for finding the right tools to deliver an excellent customer experience for our audiences. ▪ An ambitious, self-motivated, and dynamic nature, with the ability to work independently with little supervision. ▪ A strong drive for results while working calmly under pressure to meet deadlines

▪ Implementation of an IT service desk or similar			
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Qualifications – Qualifications you need to carry out this role

Project Management qualifications with AGILE – is preferred