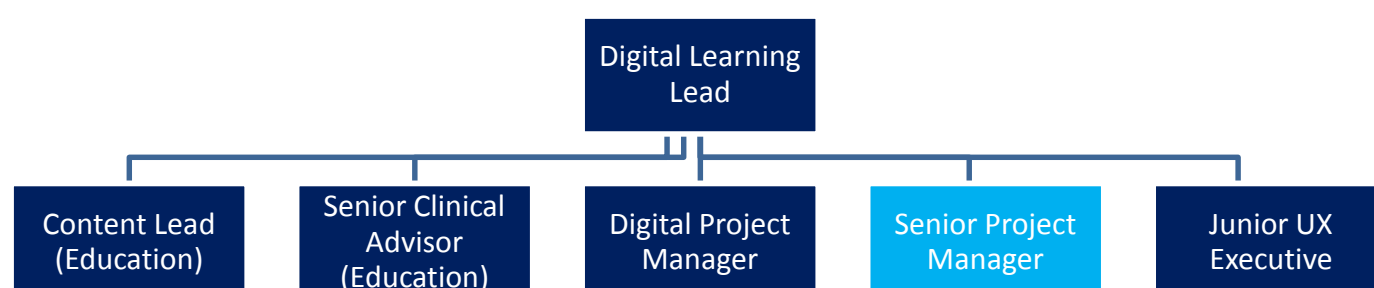


Senior Project Manager, Digital Learning

DIRECTORATE:	Operations
SECTION:	Services [on-line education]
REPORTING TO:	Digital learning Lead
CONTRACT:	Band 4 – Fixed term contract until Dec 2019



WORKING RELATIONSHIPS:

Inside Diabetes UK
Learning Zone Team, Heads of Teams, Service Managers, Regional Heads/National Directors, Marketing, Content and Digital teams, Finance team, All Services Teams
Outside Diabetes UK
Health Charities, external sector networks, Digital learning providers.

OVERALL PURPOSE OF THE JOB

To support the Digital Learning Lead in the oversight and delivery of key objectives for the Digital Learning Priority Impact Area [PIA] which encompassing Learning Zone, better integration of a range of charity's digital learning information and services, and education content for healthcare professionals.

The Digital Education Team manages an online, personalised e-learning and behaviour change platform: Learning Zone. The service aims to help people with diabetes to deepen their knowledge of the condition, facilitate improvements in self-care and help individuals embark on behaviour change activities and sustain them.

Digital Learning is a key strategic objective for the charity (Priority Impact Area). The role is a new position in the team. It has been created to extend the scope of digital learning, to create synergy between digital learning and a range of charity information and services, and to assist in the development of a new digital offering for healthcare professionals

This role will manage the governance arrangements for this PIA and will oversee the planning and programme management of a cross-charity team effort. This will help us drive better impact for people living with diabetes through raising the performance of our work across the charity. This will be achieved by providing leadership and management on project planning and delivery, performance and impact measurement and on reporting and on the representation of Digital Learning on cross organisation programmes and projects.

MAIN DUTIES AND RESPONSIBILITIES:

- To plan, lead and manage against the overall work programme for Digital Learning PIA and Learning Zone plan, ensuring priorities and workflow align across the charity teams and directorates.
- To oversee the governance arrangement and meetings relating to the Digital Learning PIA.
- To build strong working relationships and communications with Heads of Teams and managers who play a critical role in developing and delivering digital learning products and services.
- Lead on designated and distinct projects as part of the suite of work-streams across the Digital Learning PIA
- To work alongside a digital project manager delivering agile project management work-streams and help facilitate effective integration across other teams and directorates.
- To play a critical role in facilitating a one-business approach to delivering the Digital Learning PIA ensuring clear communication and collaboration with relevant directorates
- To oversee the entirety of the Learning Zone budget taking into account that the Learning Zone Project Managers will hold their own specific budget, and therefore the Senior Project Manager will report on the whole budget status to the Digital Learning Lead for their review and on-going decision making
- To adapt and revise plans as appropriate to meet changing needs and requirements
- To ensure effective communication and information flow across the organisation for the Digital Learning PIA and Learning Zone.
- To lead on monthly and quarterly reporting, producing impactful reports demonstrating the impact and outcomes of work across the digital learning portfolio
- Support the Partnership Team and build a strong foundation for increasing the income we are able to bring in ensuring that the partnership and fundraising team have the information they need to underpin bids
- Contract manage specific suppliers related to Learning Zone
- Attend key cross charity meetings and travel to non-London offices as required.
- Any other reasonable requested by the Digital Learning Lead.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Strong strategic thinker and critical information seeker with honed analytical skills.
- Demonstrate broad project management skills using a range of methodologies
- Skilled at producing business plans and reporting, including budgeting.
- Excellent communications skills, both written and oral, and an ability to drive the performance of others who are not direct-reports
- Excellent team working skills to enable team achievements by participation and commitment to shared goals and objectives.
- Strong concern for standards and results focused
- Inform and shape ongoing service development based on insight and feedback
- Build respectful and effective relationships with internal colleagues and volunteers who lead our events on behalf of Diabetes UK
- Manage a busy workload with many competing deadlines while remaining calm and focussed

The best person for this job will have experience in:

- Strong project planning skills
- Agile ways of working at a senior level and within a rapidly changing environment
- Proven expertise in building capacity
- Proven programme and project management experience.
- Assessing service data and trends to shape on going service development
- Working with external charities and sector leaders
- Producing impactful reports to demonstrate the difference we make to people's lives

The best person for this job will be:

- Educated to degree level or equivalent work experience
- Highly organised and efficient with strong organisational skills and excellent attention to detail
- Solution focussed. self-motivated and adaptable
- Fully competent in Microsoft Office, including Word, Excel and PowerPoint
- Be available for occasional out of hours and weekend working