

Job Description



Job Title: Digital Project Manager	Current Job Holder(s): Vacant
Department: Insight & Performance Management	Date Created/By: March 2017/ Dan Isherwood
Location: Head Office (at least 3 days per week)	

DEPARTMENT DESCRIPTION

Responsible for establishing the companies' insight, research and performance management platforms, this cross-cutting department is key to fuelling ongoing company intelligence and expertise to inform business decision making. This department also leads on all information technology development/management and data protection. The relationship and interface between this team and the other departments is inextricable.

JOB PURPOSE

This role will **add capacity** to a newly formed department to use of insight and digital systems and technology to allow the organisation to become more customer centric.

Responsible for **overseeing and managing the successful implementation of all digital project developments across England Athletics** this post holder will enhance digital capabilities that provide a better experience for everyone within the England Athletics Family, especially our member clubs, athletes, volunteers and UK Athletics licenced coaches and officials. This is a vitally important role for the modernisation of the organisation.

The post-holder will help to **conduct regular training with staff to embed a culture that embraces the digital world** so staff have a greater level of confidence about using technology to build efficiency and provide enhanced customer experiences.

This post-holder will work in collaboration with the UKA IT team to ensure a consolidated approach and to minimise any risks introduced by EA specific developments to the overall shared services.

The role will also be responsible for **managing any outsourced IT and digital contracts** and work closely with the IT Support Officer.

The post holder will be an integral part of the team **supporting** the Head of Insight and Performance Measurement to **create and maintain systems** to track the success of the organisation and **report and share knowledge effectively** so colleagues are always better informed than they were before.

RESOURCES MANAGEMENT

Management responsibility for: None

Reports to: Head of Insight and Performance Management

Budget Responsibility: None

KEY RESPONSIBILITIES

Digital Project Management

- Manage and deliver multiple work streams and various types of digital improvement projects. This will include the maintenance and improvement of existing applications such as Online Club Management System, Online Member System, Course Management, Affiliation Management, Event Management, Communication Tools (new and existing), Licence Check API, Website upgrades. Each project will require the follow actions:
 - Work with internal teams to help define project scope, resource requirements and cost estimates for projects
 - Be the hub of communication for the project - in regular contact with internal and external partners engaged in delivering the project
 - Encourage and facilitate collaboration. Set up projects to give you full visibility but allow the team to collaborate independently
 - Produce realistic timings with clearly flagged milestones
 - Work with third party agencies and suppliers to jointly scope, manage and deliver projects when appropriate
 - At the start of a project, analyse the areas that could potentially throw the delivery off track, log these risks and list what you plan to do to mitigate against them
 - Be firm but fair in judgement: push back when scope creeps or suggested budgets are not realistic whilst understanding the constraints of the project. Be prepared and able to defend England Athletics position internally and externally.

Customer Focus & Digital Analytics

- Continuously review all user interfaces to ensure that the user experience is optimised. This will include but not limited club management system, course booking system, athletes' portal and users of the England Athletics website.
- Establish an automated system to collate all analytics from all England Athletics digital platforms.
- Provide recommendations for improvements to user journeys and interactions with England Athletics that will fall into the overall schedule of digital improvements.

Digital Champion

- Contribute to a staff training exercise to ensure staff have a greater level of confidence about using technology to build efficiency and provide enhanced customer experiences

IT shared service management

- Overview Management of the EA specific IT elements of the shared service agreement between England Athletics and UK Athletics to ensure that the service provided by UK Athletics IT team is delivered in accordance with the agreement.
- Establish a close working relationship with the UK Athletics IT team to ensure IT and digital provision is co-ordinated, secure and constantly reviewed.

Management of Outsourced IT provision

- Manage all outsourced IT contracts including that England Athletics procure.

Strategic IT leadership and planning

- Implement a strategic review of IT services and provision to ensure value for money is achieved.

Performance Measurement

- Provide the necessary technological advice and guidance to ensure the performance management system and regular reports that will be developed to track progress against organisational, departmental and team ambitions and KPIs are produced as efficiently as possible.
- Support the team to continuously improve of the organisational performance measurement system.

Research

- Support the organisation of knowledge sharing workshops/ seminars that will be organised from time to time

Reports and Presentations

- Regularly speak to colleagues about the latest insight that can be gleaned from the data analysis developed by the team to allow the department to embed an evidence based culture

Additional Responsibilities

- To undertake any further duties which may from time to time be required of the post holder and are commensurate with the responsibilities of the post.

MAIN JOB REQUIREMENTS AND PERSON SPECIFICATION

Education/Qualifications/Training:

- Degree in Computer Science or similar business management degree which included elements of computer science or technical elements is desirable

Specific Experience:

Required Criteria

- Proven working experience as an IT Manager or Digital Project Manager
- Strong overall Project Management expertise
- Strong knowledge of and experience of implementing digital transformational projects
- Knowledge of implementing and managing IT infrastructure projects
- Experience of managing third party/ outsourced service contracts

Desired

- Experience of conducting Website upgrades
- Experience of sourcing and implementing CRM/ emarketing solutions

- Experience of working on UX and digital design projects
- Knowledge of sport and sporting behaviours

Abilities/Skills/Knowledge:

- Technical knowledge of modern technologies and emerging platforms such as APIs and SaaS platforms.
- Excellent organisation and planning skills to ensure projects are delivered on time, on budget and on scope.
- The ability to manage complex projects with a requirement to co-ordinate teams and agencies of diverse technical expertise.
- Ability to convey a strong presence, professional image, and deal confidently with complex technical problems.
- The initiative to work alone, as well as part of a team.
- Excellent problem solving skills and time management capabilities and the ability to plan, organize and work on multiple tasks simultaneously.
- Flexible approach to work and 'can do' attitude is essential.
- The ability to gain the respect from colleagues through good communication and ability to translate technical language and complex work into simple terms.
- The ability to document work in a logical and ordered manner is essential.
- Experience in providing a high quality 'internal' business customer service is essential.

WORKING RELATIONSHIPS

The Digital Project Manager will work in partnership with England Athletics staff including key partnerships with managers across all departments, Coaches Club Manager, Membership Services Team and UK Athletics IT team.

KEY VALUES

Pride

We take pride in the work that we do and demonstrate commitment to our athletes in recognition of the important role that we have to play. Athletics in England has a rich heritage and we will celebrate the achievements of our athletes from today and yesterday to inspire future generations.

Integrity

Our sport is founded on integrity. We will demonstrate this in all that we do to earn respect and to build effective partnerships at all levels. We will challenge ourselves and each other to ensure that we adhere to this value at all times.

Inclusivity

Inclusivity is an important aspect of athletics and must be embraced at all levels of the sport. We believe that athletics can contribute towards a healthy lifestyle and a sense of achievement, whatever the age, ability or background of the athlete or volunteer. We should promote inclusive working at all times and reflect this in our actions.

EMPLOYMENT BENEFITS

Salary range	Circa £38,000 per annum
Contractual Status	Permanent
Annual Paid Holiday	25 days plus 8 Statutory Bank Holidays
Hours	The postholder will be required to work such hours as may be necessary for the proper performance of the duties of the role. A flexible approach to work is required as evening and weekend working will be involved
Notice period	2 months

Other Benefits:

- Membership of Company Personal Pension Plan with company contributions currently equivalent to 7% of annual salary on completion of 6 months' probation.
- Free private medical care with option of covering family members.
- Life Assurance
- Salary sacrifice options to purchase childcare vouchers