

Digital Programme Manager

Purpose of the team

How much you achieve in life should not be determined by how much your parents earn. Yet in the UK, it too often is. We are an education charity that works with like-minded people and organisations towards a day where every child has the education they are entitled to. We train people with leadership potential to be inspirational teachers in schools in low-income communities across the country. These leaders go on to work in schools and other sectors of society towards our vision: a future where no child's educational success is limited by their socio-economic background. For more information on the work we do and which regions we operate in, please visit www.teachfirst.org.uk.

The Charity has ambitious plans for growth to achieve the goal of ending educational disadvantage and Technology plays a vital role in the success of the Charity. Technology partners with employees across the charity to ensure we leverage the power of technology by providing creative solutions, responsive services and reliable access to an enabling infrastructure. Building on the last three years of significant investment in our Technology infrastructure and foundations we are now entering a new exciting phase. We have committed to a three-year digital programme which will transform our external facing systems and our core business processes. By doing this we will dramatically improve the digital experience for our core customers and accelerate our progress towards the charity's goals.

Purpose of the role

An exciting new role, the Digital Programme Manager will have overall accountability for the successful delivery of all technology workstreams within the three-year Customer Experience Transformation programme. Responsible for a team of Business Analysts and Project Managers, the Digital Programme Manager will have oversight of all technical activities and reporting to enable the alignment to and successful delivery of the overall programme. The successful programme of work will transform the digital journey for our core customers and thereby both support and accelerate the charity towards achieving its goals.

At this level you will:

- Have line management responsibility for Business Analysts and Project Managers in the Technology team
- Report in to the Head of IT and work closely with the Technology Director, CRM Transformation Manager, department heads, and the Programme Manager of Customer Experience Transformation
- Manage technology-related budgets and reporting for the technology workstreams in the Customer Experience Transformation programme

Your responsibilities include:

- Keeping alignment with the overall Customer Experience Transformation programme vision throughout its development over the three years and ensuring that the programme delivers its technology-related business benefits
 - Managing Business Analysts to ensure that we are accurately and comprehensively capturing and defining user requirements for each digital transformation workstream
 - Managing project management resource in technology to ensure effective delivery of digital projects to quality, quantity, time and cost constraints
 - Ensuring appropriate project governance is in place across all technology projects to ensure successful delivery
 - Creating aggregated programme reporting for technology workstreams, suitable for presentation at Executive and Trustee level when required

- Controlling, reporting and managing issues appropriately and mitigating risks effectively
- Motivating staff internally and externally about the exciting benefits of the programme and the contribution that this will make to the charity and its goals
- Establishment of technology projects' success measures, KPIs, and reporting, ensuring they feed into overall programme measures of success
- Oversight of technology projects' start-up and shut-down processes to ensure consistency of process, approach, and identification of lessons learned
- The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need
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Person Specification

Essential skills and experience:

- Expert at IT programme and project management with a track record of organisation wide transformational programme delivery
- Proficient in managing multiple projects simultaneously with effective governance and reporting
- Proficient in financial management of project and programmes
- Expert at risk and issue management and mitigation
- Demonstrable ability to appreciate the broader business requirements and understand how this programme integrates with and supports the rest of the business
- Track record of successful people management and motivation and the development of others
- Proficient and working with multiple stakeholders and ability to adopt style of working to ensure the right outcomes are achieved
- Excellent knowledge of all aspects of the digital project lifecycle with the ability to operate at both detailed technical level and at senior Executive and Trustee levels □ Exceptional communication and presentation skills

Desirable skills and experience:

- Experience in managing customer journey transformations
- Experience of process redesign and lean/six sigma methodology
- Accredited project and programme management qualifications
- Successful track record of leading programme management for complex digital transformation programmes

All our employees are expected to model [our values](#) and help others to do so.

Salary & Contract

£50,426 + excellent benefits

Location

Teach First National Office, 6 Mitre Passage, London, SE10 0ER

Benefits

Teach First's core benefits include 27 days holiday per annum (3 of which must be taken during the one week holiday shutdown period between Christmas Day and New Year's Day), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

How to apply

Please send your CV and covering letter to Careers@teachfirst.org.uk