**Candidate Information**

**Job title Project Manager, Digital Products**

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| **Salary:** | Grade H:£36,629 per annum pro rata |
| **Hours:** | 30 hours per week (four days equivalent)  We are very happy to discuss working patterns to suit individual circumstances. |
| **Contract:** | Fixed-term until 31 July 2025 (possible extension if funding is extended). |
| **DBS:** | Enhanced DBS is not required for this role, but we may recommend one is carried out if interacting with vulnerable people as part of user testing. |
| **Base:** | Home-based (remote) anywhere in the UK, or based [in one of our hubs](https://www.sustrans.org.uk/contact-us/sustrans-offices). |
| **Travel:** | We may occasionally need you to travel during the course of your work including occasional overnights stays, to manage stakeholders as part of the project. |
|  | A key part of being the charity that makes it easier to walk and cycle is that most colleagues cycle, walk, wheel or use public transport for most of their work journeys. We support this with covering travel expenses, and there may be access to a pool bicycle if you are based at one of our hubs. |

**Job specific information**

Sustrans, with funding from a generous partner, has been developing an innovative digital product that aims to make it easier for disabled people to plan their walking, wheeling and cycling journeys on the National Cycle Network in the UK.

This interactive online mapping tool prototype has been developed and tested with key audiences. We have recently secured funding to further test and develop this tool, so it is ready to be shared publicly in the summer of 2025.

We’re looking for an experienced project manager to oversee the next development phase of this digital product.

**Job description: About the role**

As the Project Manager, you will oversee the second phase of developing this innovative digital product. Working with our external digital agency, you will manage the development and testing of the online tool to take it from beta to minimum viable product, ready for a soft launch to the public in the summer of 2025.

You will work closely with our Advisory Panel, made up of accessibility experts and representatives from partner Disabled People Organisations (DPOs) to ensure that their voices are heard and that the tool we develop is designed for the target audience. You will use your experience and understanding of managing the development of accessible digital products to take a pan-impairment approach to the design and delivery of this online tool.

You will work with key internal stakeholders to deliver this phase of the project, and keep the charity updated on progress through our internal communications channels. You’ll provide regular updates to our funders on the project. And you’ll work closely with our Strategic Communications team to develop a roll out plan for the soft launch of the product.

We are looking for a competent Project Manager, ideally with experience of managing the development and roll out of digital products. You will ideally have a basic understanding of accessibility, UX and user testing. And you will be confident working with internal and external stakeholders. You will have experience of managing a budget and a proven track record of delivering projects to time and budget.

Should we be successful in securing funding for the third phase of this project, this Project Manager role may be extended to deliver the next step in the project – a full promotional campaign to market the product to key audiences across the UK.

**Where this role sits**

**Key responsibilities**

Responsibilities may include:

* To oversee and coordinate the delivery of the second phase of this online mapping tool.
* To ensure a pan-impairment approach to the project, ensuring WCAG AAA standards are met and that the voices and opinions of disabled people are at the core of the development of this digital product.
* To be responsible for working with key internal stakeholders to successfully deliver the project to time and budget.
* To work with our external Advisory Panel, gathering their insights and tapping into their knowledge and lived experiences to support the development of the tool.
* To be responsible for the relationship between Sustrans and our appointed external digital agency, overseeing the project.
* To provide regular updates to our external funders via a written report and online meetings.
* To manage risks that may arise throughout the lifetime of the project, and work with key internal stakeholders to mitigate these.
* To create and manage a project plan for this phase of the project and manage a budget.
* To contribute towards raising the profile of Sustrans, by representing the charity at meetings with key external stakeholders, as required.
* To ensure your own personal development by working to objectives set as part of the charity’s appraisal process.
* To support and comply with the organisation’s policy and procedures relating to Equality, Diversity and Inclusion, and cyber security and apply principles of best practice in your own role.
* Any other duties consistent with the nature and grade of the role as agreed with the line manager.

*We don’t expect anyone to be an expert in all these areas and as long as you meet the person specification we can train you in any gaps.*

**Person Specification**

The following criteria sets out the method by which the skills, knowledge and experience will be assessed against. Our website has a useful guide about how to make a great job application.

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|  | **Application form** | **Interview** |
| **Skills and Abilities** |  |  |
| Excellent IT and digital literacy | ✔ |  |
| Proven verbal and written communication skills including presentation skills, report writing and online meeting chairing | ✔ |  |
| Strong organisational and IT skills and the ability to plan and prioritise own work | ✔ |  |
| **Specific experience required** |  |  |
| Experience of effectively managing a project and budget, ideally for a digital product, online application or website | ✔ | ✔ |
| Understanding of following project management delivery frameworks |  | ✔ |
| Experience of successful partnership working and engagement with internal and external stakeholders | ✔ |  |
| Experience of working with an external agency, ideally a digital or creative agency |  | ✔ |
| **Specific knowledge required** |  |  |
| Project Management and budgeting | ✔ |  |
| Good working knowledge of user research techniques and tools | ✔ |  |
| **Desirable** |  |  |
| Understanding of WCAG 2.0 and UX |  | ✔ |
| Experience delivering user testing with a range of demographics and access needs |  | ✔ |
| Experience of contributing to project proposals and bid writing |  | ✔ |
| Digital copywriting |  | ✔ |

This document does not form part of the contract of employment but does outline our expectations.

If we need to amend this document in the future, we will consult with the post holder before doing so.

**For everyone at Sustrans**

**Our values guide us in everything we do:**

* Including everyone
* Having the courage to question
* Acting local, thinking big
* Getting things done, together
* Always learning.
* Sustrans has clear health and safety policies and it is essential that all our colleagues follow these. Very often our teams come into contact with young people through schools work or community engagement so it is everyone’s responsibility at Sustrans to comply with our Safeguarding policies.
* One of our key strategic goals is to be a charity “for everyone”, building a more diverse and inclusive Sustrans. We recognise there is much more we can do to bring together diverse life experiences and voices to enable us to understand, access and represent the communities we work in. more fully Everyone at Sustrans should support this goal and follow our Equality, Diversity and Inclusion policies and procedures.
* Sustrans asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Sustrans will support you with clear objectives and a supportive management culture - our teams tell us that one of the great things about working for Sustrans is the learning and knowledge sharing opportunities.
* It is very important that our colleagues are happy and able to work with IT systems - we use Microsoft programmes and other databases every day (we will train you on our bespoke systems).
* It is also important that everyone at Sustrans supports and follows with the charity’s guidance on branding/key messages and contributes towards raising Sustrans’ profile.
* Everyone at Sustrans is required to work their contracted hours and record their time – if extra hours are worked then we can take time off in lieu.­
* We ask that everyone in Sustrans helps us to develop new opportunities for funded work and builds excellent relationships with our delivery partners and stakeholders.
* Two of our values are *we get things done, together* and *we’re always learning.* Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Sustrans.