



Job description: Digital project manager

About Blind Veterans UK

At Blind Veterans UK, we provide veterans with rehabilitation, training, practical advice and emotional support. We help vision-impaired ex-Service people regardless of the cause of their sight loss and of how long they served. Founded in 1915, we've provided support to tens of thousands of vision-impaired veterans.

Today, we support thousands of vision-impaired veterans and their families across the UK. As we look to the future, we are committed to reaching more serving personnel, reservists, and veterans earlier in their sight loss journey, ensuring they can access support when they need it most. We are also focused on strengthening awareness of our work, deepening engagement with the people who matter most to our beneficiaries, and growing the income needed to sustain and expand our services for generations to come.

We are one team united by a shared belief that no veteran should face sight loss alone. Together, we help rebuild lives after sight loss, creating opportunities for greater independence, confidence, and fulfilment.

Our values

- We are passionate
- We are supportive
- We are enabling
- We are caring



Rebuilding
lives after
sight loss

The basics

Job title	Digital project manager
Post reports to	Digital programme manager
Directorate	Engagement
Team	Digital
Location	Home-based, with occasional travel to the London office
Budget responsibility	Project budgets as delegated
Number of direct reports	0
Contract type	Permanent, Full time

The purpose of the role

Manage day-to-day delivery of assigned digital projects and activities, ensuring agreed outcomes are delivered to time, scope, budget and quality. The role provides additional transformation delivery capacity, with a focus on project planning, coordination, governance, documentation, reporting, stakeholder management, business and user requirements, UAT and accessibility testing coordination, launch readiness and handover. It helps ensure assigned digital projects are shaped around audience needs, accessibility, the digital strategy and the developing digital framework, supporting a positive and joined-up digital experience across channels. It works closely with the Digital tech lead where supplier development, technical feasibility, integrations, technical testing or releases are involved, and may coordinate digital elements of wider integrated campaigns where required.



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Main accountabilities

Project delivery

- Plan, coordinate and manage assigned digital projects from initiation through to launch and review.
- Create and maintain project plans, timelines, action logs, status reports and delivery documentation.
- Coordinate delivery across internal teams, suppliers and business owners.

Requirements and scope

- Gather and document business and user requirements from non-technical stakeholders, business owners and subject matter experts, ensuring audience needs are clearly understood and translated into clear user stories, acceptance criteria, scope notes and delivery documentation.
- Work with the Digital tech lead where requirements need technical assessment, supplier translation, technical specification, integration detail or backlog prioritisation.
- Challenge and clarify requirements where needed to ensure proposed solutions are rooted in audience needs, evidence, the desired digital experience and alignment to the digital strategy and developing digital framework, rather than internal process alone.
- Maintain clear scope, assumptions, dependencies and change control documentation.
- Ensure project activity is aligned to audience needs, digital standards, accessibility, approved objectives, the digital strategy and the developing digital framework.

Risk, governance and reporting

- Manage project risks, issues and dependencies, escalating where required.
- Coordinate project governance, RACI documentation, meeting rhythms and decision logs.
- Provide clear updates to the Digital Programme Manager and relevant stakeholders.



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Main accountabilities Continued...

Testing, launch and adoption

- Coordinate business UAT, accessibility testing, stakeholder feedback, launch readiness and post-launch review for assigned digital projects and activities.
- Ensure project outputs are tested against agreed business requirements, acceptance criteria, accessibility standards and real user needs, with appropriate involvement from users, subject matter experts, suppliers and internal stakeholders.
- Work with the Digital tech lead on technical testing, supplier quality assurance, accessibility defect resolution, release readiness and technical issue resolution.
- Support adoption planning, handover and documentation for live operation.
- Support a test-and-learn approach by planning reviews after prototypes, pilots and launches, capturing lessons and feeding improvement actions into future delivery.

Other dimensions of role

- Operates with autonomy on assigned projects within agreed scope and governance.
- Requires confident coordination of stakeholders with competing priorities.
- Needs strong attention to detail and ability to maintain delivery momentum.





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Other dimensions of role

- Requires confident supplier challenge and practical judgement on technical risk, cost, quality and user impact.
- Builds effective working relationships with digital development agencies, the Data Team and key IS contacts, particularly around security, hosting, technical assurance and integration work.
- Has autonomy for day-to-day technical coordination within agreed digital governance.

Qualifications, experience and skills

Essential

- Experience managing digital projects or digital delivery activities.
- Strong planning, coordination, documentation and reporting skills.
- Experience managing risks, issues, dependencies and change control.
- Understanding of digital requirements, UAT, accessibility testing and launch processes.
- Experience coordinating UAT and accessibility testing with users, stakeholders, suppliers and internal teams.
- Ability to work with non-technical colleagues to clarify needs, challenge assumptions and produce clear, prioritised requirements that can be understood by both business and technical teams.
- Ability to keep audience needs, digital experience and strategic alignment at the centre of requirements gathering, prioritisation and delivery decisions.
- Excellent stakeholder management and communication skills.
- Formal training or certification in project management or delivery methods, such as PRINCE2, AgilePM, Scrum, APM, waterfall, agile or hybrid delivery.

Desirable

- Experience in charity, service delivery, fundraising or membership environments.
- Knowledge of web, CRM, email or digital platform projects.
- Experience with agile or hybrid delivery tools
- Experience using Monday.com

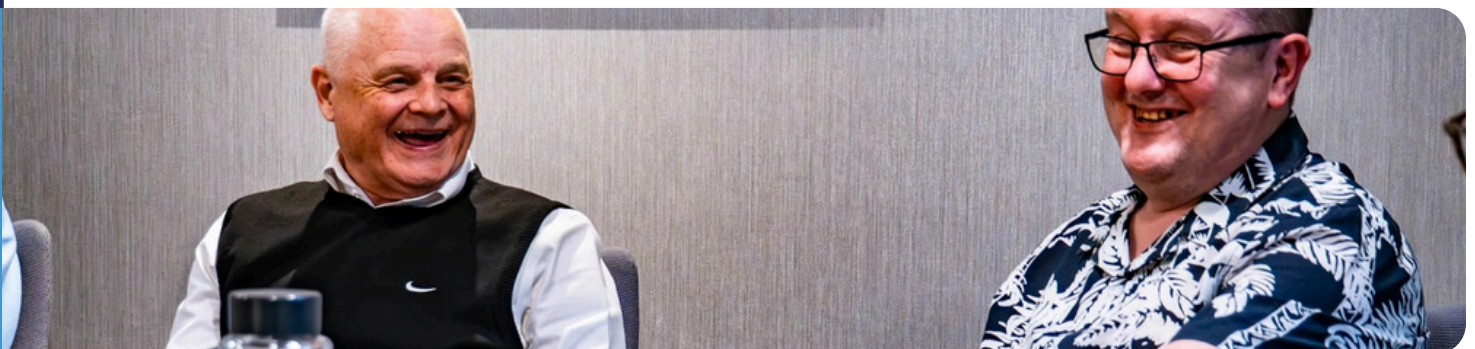


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Where does this role fit in with the rest of the team?

The Digital project manager sits within the Digital programme and project management team and reports to the Digital programme manager. The role manages delivery coordination, project governance, documentation, reporting, business and user requirements, stakeholder management, UAT and accessibility testing coordination, launch readiness and handover for assigned digital projects and activities. It may also coordinate the digital elements of wider integrated campaigns where agreed. It works closely with the Digital tech lead where technical supplier delivery, technical requirements, integrations, testing, release readiness, accessibility defect resolution or platform changes are involved. The Digital project manager does not own the technical roadmap, technical backlog, development agency management or technical release management, which sit with the Digital tech lead.

This Job Description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of the Contract of Employment.





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How to apply?

The Talent Set

The Talent Set is the exclusive recruitment partner for this campaign.

To apply for this role, please visit our dedicated microsite:

[Blind Veterans Microsite](#)

Accessibility

If you require this document in an alternative format or need any reasonable adjustments to support you through the recruitment process, please contact blindveteransuk@thetalentset.co.uk or call 020 3821 6023.

Equality, Diversity and Inclusion

The Talent Set is committed to inclusive recruitment practices that promote equal opportunity for everyone, regardless of race, sexual orientation, disability, age or gender.

We welcome applications from candidates from all backgrounds and will make reasonable adjustments wherever needed to ensure an accessible and fair recruitment process.

