



Job description: Digital tech lead

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 tech lead
Post reports to	Digital programme manager
Directorate	Engagement
Team	Digital
Location	Home-based, with occasional travel to the London office
Budget responsibility	Technical supplier and platform budgets as delegated
Number of direct reports	0
Contract type	Permanent, Full time

The purpose of the role

Be the technical lead within the Digital Team, focused on the delivery, optimisation and continuous improvement of Blind Veterans UK's audience-facing, internet-delivered digital products, platforms and services.

The role helps teams take an evidence-led, test-and-learn approach to digital change, ensuring new and existing services are secure, accessible, reliable, sustainable and continually improved as audience needs, insight and organisational priorities evolve.



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Main accountabilities

Platform and supplier leadership

- Manage the day-to-day relationship, delivery and performance of digital development suppliers.
- Manage the day-to-day technical pipeline for BAU digital platform needs, including CMS development requests, bug fixes, small enhancements, supplier tickets, platform improvements and technical changes across the main website, fundraising journeys and other audience-facing digital platforms.
- Provide technical leadership and day-to-day coordination for audience-facing digital products, platforms and services delivered over the internet, including CMS, forms, donation journeys, microsites, self-service tools and related services, within agreed Digital, IS and Data governance.
- Coordinate technical supplier briefs, statements of work, estimates, delivery plans and acceptance criteria.
- Manage small technical change projects and technical workstreams within agreed digital governance, working with the Digital programme manager or Digital project manager where activity forms part of a wider programme or project.

Technical requirements and backlog

- Translate user, service and business needs into clear technical requirements, user stories and prioritised backlog items.
- Lead and maintain the technical roadmap and backlog for audience-facing, internet-delivered digital products, platforms and services, aligning priorities with the Digital programme manager, Digital project manager, business owners and agreed governance routes.
- Identify emerging digital platform and technology opportunities, recommending practical improvements that support audience needs and organisational priorities.
- Challenge supplier recommendations where required and ensure solutions are proportionate, secure, accessible and sustainable.



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Main accountabilities Continued...

Testing, compliance and release management

- Coordinate technical testing, supplier quality assurance, release planning, release readiness and technical issue resolution.
- Ensure bug fixes, platform changes and continuous improvements are tested, prioritised, released and documented in line with agreed governance, accessibility standards and user impact.
- Support business UAT and accessibility testing by confirming technical readiness, resolving defects and providing technical input to test scenarios where required.
- Work with the Digital project manager, business owners and suppliers to ensure releases are understood, risks are documented and handover is complete.
- Support implementation of compliance requirements across cookies, accessibility, privacy, retention and digital platform standards.
- Document technical decisions, risks and changes in line with governance requirements.

Integrations, risk and security

- Define and lead integration requirements from the digital side, ensuring external developers understand the required data, API and audience journey needs for internet-delivered digital services.
- Work closely with IS and Data colleagues to confirm internal system, hosting, security and data requirements, recognising that IS and relevant system owners retain responsibility for internal infrastructure, security architecture, backend technical architecture and internal systems delivery.
- Coordinate handover points between audience-facing digital services and internal systems so responsibilities, risks, dependencies and acceptance criteria are clear.
- Ensure the divide between audience-facing digital responsibilities and IS-owned internal technical delivery is understood by suppliers, business owners and project stakeholders.
- Identify, document and escalate technical or cyber security risks affecting audience-facing, internet-delivered digital services.
- Translate technical issues and recommendations into clear business language for stakeholders.
- Act as a trusted translator between technical specialists, suppliers, engagement colleagues and business owners, helping each group understand the practical implications of technical decisions.



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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 web, CMS or audience-facing digital products, platforms and services delivered over the internet.
- Strong understanding of technical requirements, user stories, backlog management, technical testing, accessibility remediation and release processes.
- Experience managing technical suppliers or development agencies.
- Good understanding of accessibility, privacy, cookies, integrations and cyber security considerations.
- Excellent stakeholder management skills, with the ability to translate technical detail into plain English for business owners, engagement colleagues and other non-technical stakeholders.
- Experience with Umbraco or similar CMS platforms.

Desirable

- Experience working with Umbraco in an agency-supported or supplier-delivered environment.
- Experience working with complex data integrations and APIs between audience-facing digital services and internal systems such as CRM, data warehouse, marketing platforms or similar ecosystem integrations.
- Knowledge of charity, fundraising and service delivery digital platforms.



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

The Digital tech lead sits within the Digital programme and project management team and reports to the Digital programme manager, providing technical leadership for audience-facing digital platforms, suppliers and technical change.

The role has technical oversight of audience-facing digital platforms, technical supplier and development agency management, technical requirements, technical backlog, technical testing, release readiness, integrations from the digital side, technical compliance implementation, accessibility defect resolution and technical risk. It works closely with the Digital project manager where technical work forms part of a wider project or activity. The role also works with IS and Data colleagues where security, hosting, internal systems, data flows or integration responsibilities need to be agreed.

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.

