

Job Title:
Reporting to:
Network:
Direct Reports:

Senior Digital Project Manager
Head of Product and Portfolio
DDAT
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Job Band:
Team:

Band 2
Transformation

Job Summary

Sitting within the Transformation team and working as part of a team of programme and project managers, the postholder is responsible for the management of major programmes and/or a variety of (potentially concurrent) projects as part of delivering St John's wider strategic roadmap. The postholder will be a skilled planner and able to communicate effectively with stakeholders of all levels. While operating across St John the postholder sits within the DDAT network and is expected to be Digitally literate and competent at managing technology-based programmes and projects as a core part of their remit.

The postholder forms strong relationships within DDAT and across the wider networks so that they can effectively bring stakeholders together to solve problems and close programmes and projects. Liaises across multiple teams and effectively matrix manages on assigned projects/programmes to ensure engagement and successful delivery against the agreed business outcomes and expectation. Responsible for ensuring that the benefits stated within each programme/project can be delivered, by ensuring there is clear ownership of deliverables – through delivery and efficient planning and holding others accountable.

This role is a Fixed Term Contract of minimum 12 months to deliver the decommission of an existing legacy system, and implementation of a SaaS Training Management System and associated Universal MyAccount Area and Course Booking replacement, implementing end-to-end system integrations including data management and migration and aligning wider business process change with adoption of new systems and new ways of working. The applicant must therefore have significant experience in Digital Transformation projects and complex system integrations with data impacts, excellent stakeholder management and relationship skills and the ability to support successful adoption of new systems and change management.

Key responsibilities

General responsibilities

- Create robust programme / project plans, resource plans, financial estimates and key milestones for assigned work, escalating and proposing possible solutions where necessary to the Head of Product and Portfolio.
- Ensure robust and effective governance to SJA standards and principles; control and reporting maintained for all assigned programmes and projects. Ensure all team members understand their roles; ensuring programme / project objectives and requirements are understood and met. Provide a point of escalation for individual projects.
- Establish and attend programme / project boards to report progress, finances, risks and issues to stakeholders and agree owners and actions for all programme / project risks to ensure successful delivery.
- Communicate to and interact with senior stakeholders and assist functional departments in the development of business cases and option papers in support of St John's strategic outcomes
- Lead and have oversight of programme / project teams driving collaboration and ensuring that the correct stakeholders are involved, engaged and contributing to the programme / project.
- Hold stakeholders accountable for programme / project plan workstreams and tasks, understanding stakeholder programme / project delivery challenges and propose relevant, robust mitigations that takes all other programme / project dependencies into consideration.
- Where appropriate, manage third party suppliers, manage risks, issues, and change.
- Lead on problem solving and takes decisions to ensure successful delivery of the workstreams
- Leads the team to enable smooth delivery of multiple workstreams, identifies risks and escalations and manages these, motivates growth and learning within the team
- Manage dependencies across workstreams, where necessary lead on re-scoping / replanning of programme to meet requirements
- Manage budget, team and resource allocation to deliver programme, proactively challenge where needed.
- Identify internal and external project dependencies in collaboration with the wider Project and Programme Management team, principally the Portfolio Manager.
- Digital remit and responsibility for overarching delivery of the projects and individual projects where required

- Lead new technology solution and delivery rollouts on allocated programmes / projects, including consultation with stakeholders to gather requirements and specifications, delivering solutions that are fit for purpose, on time and on budget
- Gain and maintain an active understanding of the business and technology strategies and direction, using knowledge of business systems to align proposals for change with those strategies.
- Ability and knowledge to work with developers, infrastructure and test teams to support programme delivery, identify challenges and mitigate risks
- Collaboration with system leads to enable use of digital enablers and existing technologies where possible
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Important things you need to know about this job

- Working a 35 hour week with options to work remote within UK, from nearest office or hybrid options.
- Willing to travel away from home for meetings with customers and suppliers with occasional overnight stays.
- Able to work unsociable hours as required to support project delivery, quality assurance or upgrades.

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4), a minimum of 5, including Maths & English	✓	
Educated to degree level or equivalent in a relevant discipline		✓
Qualified in programme and project management (e.g. MSP, APM, PRINCE2, Agile)	✓	
Qualified in other business transformation disciplines, e.g. change management, organisation design, process improvement		✓
Experience		
Demonstrable experience of managing complex large programmes and projects (including digital delivery) from concept through to operational use	✓	
Delivered a portfolio of business change projects with proven experience in transitioning projects to business as usual.		✓
Experience of directing and motivating cross functional programme and project teams	✓	
Experience of working in structured programme / project teams following defined governance standards relating to planning, resource management, RAID management, financial management.	✓	
Experience in working to a structured and/or agile programme and project methodologies	✓	
Experience in aligning proposed programmes / projects to both business and technical strategies with Implementation, change management and benefit realisation experience		✓
Evidence of excellent stakeholder management at a variety of levels including C-suite leaders	✓	
Experience in managing third party suppliers from selection to project delivery at agreed time, cost and quality and with performance reviews	✓	
Experience working with digital delivery teams, Product Squads and/or DevOps teams	✓	
Skills, knowledge and abilities		
Matrix management leadership skills applicable to technical and non-technical multidisciplinary programme and project teams	✓	
Expert level strategic planning and advanced project / programme management skills	✓	
Apply a high-level of accuracy and attention to detail	✓	
Ability to lead and prioritise complex projects being mindful of interfaces, interdependencies and maintaining positive working relationships	✓	
Ability to manage budgets to tight financial controls with consideration of capex and opex models	✓	
Financially astute and able to develop sound business cases for approval to support proposals		✓
Excellent interpersonal skills with the ability to communicate complex and detailed information effectively at all levels, including c-suite, using multiple channels	✓	
Good understanding of procurement and supplier management, including negotiation with third parties and performance reviews		✓
Ability to use MS Office applications and project tools such as Visio and especially MS Project at intermediate level	✓	
Can operate within agreed budget/time/scope parameters and able to take decisive action to address deviations	✓	
Demonstrable ability to learn and adopt new skills	✓	
Self-driven and motivated, able to work from own initiative and well as collaboratively	✓	
Be willing and able to exemplify the HEART values	✓	

Essential Skills		
Implementation of SaaS Solutions	✓	
Experience with delivering end-to-end system integration, preferably via iPaaS	✓	
Proven successful adoption of new systems within businesses	✓	
Ability to lead across complex business processes to collaborate with business teams, manage stakeholders and influence change	✓	
Manage complex programmes with multiple technical workstreams containing dependencies across deliverables, budget and timelines	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.	
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