Digital Service Design Manager - Job Description & Person Specification

Sense salary points: OPS49 (£42,629 per annum)

Responsible to: Head of Operational Programmes

About Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.

About the role

Providing support through digital products and technology is central to our strategic ambition for Sense to be at the forefront of innovation and to reach more people with complex disabilities. We are moving to a 'digital first' approach to providing the most responsive, efficient and effective ways of engaging people. We are seeking to maximise the opportunities that digital services and technology can provide to enable people to connect with others, to live and learn and to ensure that children and families get the best possible start.

As the Digital Service Design Manager, you will work with the Operational Programmes and Services to:

- Design, build and launch digital tools, products and services to improve access to support and meet the full range of needs of people with complex disabilities and their families

- Work on prototypes and innovations to extend the reach of programmes and achieve the organisational outcomes

- Contribute to the digital transformation of Sense, linking up with the Digital Engagement programme and ICT Team.

Specific Responsibilities

- Build accessible software based on the needs of the people we support through collaboration, co-production and a test-driven approach

- Advise on the technical options and platforms to deliver services and products

- Develop, maintain and review technology and products so that digital services are impactful and remain relevant, current and base on need

- Develop approaches to seeking feedback and evaluating the impact of digital services

- Remain up to date with innovations and developments in digital social care services

- Solve technical issues and problems

- Consult with Sense colleagues, including Children's Services, Holidays and Short Breaks and Arts, Sports and Well-being to develop products of the highest quality in line with priorities and innovations

- Link in with digital developments within the wider organisation, including close liaison with the Digital Engagement Team and ICT

- Take a project management approach to planning, reporting progress and evaluation

- Support with the development of digital skills and confidence across the operational teams

- Contribute to sector leadership, networking and raising the profile of Sense

Other Duties

The post will require:

- To actively promote the principles of equality, diversity and inclusion

- To carry out duties commensurate with the nature and grade of the post

- Some national travel

Person specification

Essential Criteria:

- Technical knowledge of web applications, frameworks and database management systems

- Technical knowledge of digital platforms to create and design prototypes and programmes

- English and Maths GCSE Grade C or equivalent

- Significant experience of product development and digital service design

- Knowledge of Office 365 and Software as a Service products

- Experience of cyber security, integrity and compliance

- Maintenance and support for services, including problem solving

- Experience of project management to plan, implement and evaluate

- Experience of collaboration, consultation and co-production in developing options

- Able to build and maintain effective working relationships with internal and external stakeholders

- Able to compile comprehensive reports at a variety of levels often relaying complex information

- Ability to develop, deliver and evaluate services, including project management and developing evaluation frameworks

- High levels of personal effectiveness and the ability to organise and plan working time.

- Able to select appropriate tools and applications to meet specific needs

- Ability to communicate technical information in a business manner to a range of audiences both verbally and in writing

- Excellent analytical and troubleshooting skills with the ability to analyse and respond with solutions

Desirable Criteria:

- Experience of training / supporting others in the use of new systems or processes

- Project Management Qualification

- Experience of working in a charity setting

- Experience of data analytics tools

Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.

April 2022