

Job Title	E-Commerce Rollout Delivery Manager		
Directorate or Region	Digital, Partnerships and Innovation	Department/Country	E-Commerce Programme
Location of post	Romania	Pay Band	F/7
Reports to	Head of Digital Global Delivery	Duration of job	1 year FTC

Purpose of Job:

The post holder will be responsible for the successful launch of the British Council's new E-Commerce country shop and events payment capability in approximately 15 countries in 2017/18. Using their organisational and people skills and working closely with the Head of Digital Global Delivery, they will guide each country through a predefined rollout plan and ensure the work of content editors, developers, translators (amongst others) is available to meet the demands of the schedule and is delivered to the highest quality.

Context and environment:

The E-Commerce investment programme has been set up to drive fundamental change in the way the British Council does business. First and foremost it will enable significant growth in global online trading and secure our position in an increasingly competitive online marketplace.

This programme is managed, with other change programmes, by a Programme Manager and directed by two Senior Responsible Owners from the UK.. The multidisciplinary team consists of a range of digital specialists working with support functions across the organisation such as business analytics, legal, communications, finance and procurement.

Accountabilities, responsibilities and main duties:

- To be accountable for the successful launch of e-commerce shop functionality on existing British Council websites using a predefined plan of activity and meeting the necessary standards defined by the project
- Be responsible for regularly progress reporting to the Head of Global Rollout, other programme project managers and team members, including risk and issue reporting
- To contribute to the planning, implementation and on-going evaluation of the rollout of the E-Commerce shop and events payments projects at regular team meetings
- To initiate, develop and maintain effective relationships and engagement with regional and country-based British Council staff and stakeholders
- The post holder will use his/her experience of working closely with content and user experience teams to help advise and support stakeholders in improving their online customer journeys and

content.

- To help stakeholders collate and organise content translations as required.
- Use your drive and self-motivation to enable delivery of your country portfolio successfully

Key Relationships: (include internal and external)

- Head of Digital Global Delivery
- E-Commerce team
- Digital content and User Experience and Design teams
- Heads of Digital
- Shared Services Centre
- Members of the technology community inside the organisation.
- Overseas teams working alongside the E-Commerce initiative.

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Some travel within the UK and occasional overnight stays, and some international travel can be expected dependent on the needs of the programme.

Please specify any passport/visa and/or nationality requirement.

Valid EU Passport

Please indicate if any security or legal checks are required for this role.

Person Specification

	Essential	Desirable	Assessment stage
Core skills	<p>Planning and organising – level 2 Plans ahead – organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people</p> <p>Managing people – level 2 Supervises a small team – supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards.</p> <p>Managing risk – level 1 Follows good practices Demonstrates understanding of risk management policies and procedures and record of following them.</p> <p>Managing accounts and partnership – level 2 Works with stakeholders and partners Communicates regularly with diverse stakeholders, customers and/or partners to build mutual understanding and trust.</p> <p>Managing finance systems and processes – level 1 Uses resources efficiently Uses resources efficiently in own role and complies with financial rules and procedures.</p>	<p>Using technology – level 2 Operates as an advanced practitioner. Works as an advanced practitioner in the use of office software and/or British Council standard and social media platforms and trains or coaches others in their use.</p>	Application, shortlisting & interview

Behaviours	<p>Make It Happen (E) Results focussed. Ensures timely and effective project delivery in a change environment. Works to highly demanding deadlines.</p> <p>Working Together (E) Creates a collaborative team environment to maximise contributions and ensure success.</p> <p>Connecting with Others (E) Builds strong relationships across a diverse stakeholder landscape.</p> <p>Being Accountable (E) Takes ownership of projects and acts as the lynchpin of the team. Provides visible and appropriate leadership.</p>		Interview
Skills and Knowledge	<p>Extensive organisational skills used in a project environment and ability to work to a plan</p> <p>Excellent people skills</p> <p>Good written and verbal technical communication skills covering reports, quotations and proposals</p> <p>Excellent business facing presentation and influencing skills</p> <p>Analytical skills and ability to identify potential bottlenecks, project creep and similar risks</p>	<p>Knowledge of project management techniques using the agile methodology (or equivalent)</p> <p>Writing for the Web skills, including writing, selecting, editing and publishing content</p>	Application, shortlisting & interview
Experience	<p>Organising and managing teams in a project environment</p> <p>Proven experience of working as a digital project manager or similar role</p> <p>Able to actively manage and mitigate risk within a project</p>	<p>Experience of using virtual scrum tools such as Jira.</p> <p>Experience of project management using the agile methodology (or equivalent).</p> <p>Proven experience of working as a digital project manager or similar role.</p>	Application, shortlisting & interview

Qualifications	<p>Educated to degree level or equivalent in related discipline.</p> <p>Demonstrable and in depth understanding of products and technologies in the digital/web space.</p> <p>English language - at least level C1</p>		Shortlisting

Submitted by	James Lewis	Date	April 2017
---------------------	-------------	-------------	------------