

DELIVERY MANAGER

Duration: 6 months Fixed term contract.
Salary: £45,000 per annum
Job Level: 4
Hours: 35 hours per week. Other flexible arrangements will be considered
Disclosure Level: Basic. This role involves no direct or indirect work with children
Reports to: Senior Digital Product Manager
Location: Working from home and at 1 Westfield Avenue, London E20 1HZ

At the UK Committee for UNICEF (UNICEF UK), we work alongside partners and communities to help realise children's rights and build a better world for every child. We are committed to an inclusive workplace where people feel valued, supported, and able to thrive – connected by shared values, a sense of purpose and a collective commitment to making childhood unstoppable.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children's rights.

ABOUT THE TEAM

The Delivery Manager is responsible for owning the delivery flow for our online products, ensuring work moves efficiently from prioritisation through to production release and sign-off, driving clarity of priorities, strong stakeholder engagement and continuous improvement of agile ways of working.

ABOUT THE ROLE

The role will act as a central coordination point across multidisciplinary teams, working closely with product leads, cross-functional delivery teams, technical teams and agency partners to make sure that delivery is continuous, transparent and meeting organisational goals.

What we will expect you to achieve

- Improve delivery flow from ideation/intake through to release, by establishing a systematic approach to backlog and workflow management.
- Lead improvements across multidisciplinary teams, assessing and optimising ceremonies and processes using agile methodologies, including coaching where needed.
- Act as the central coordination point across Web, Digital, Marketing, Product, and external partners, fostering a collaborative, inclusive environment.
- Build strong relationships with stakeholders around shared goals, ensuring clarity of prioritisation, delivery status, capacity constraints, and trade-offs.
- Reduce delivery delays by identifying and managing cross-team dependencies, risks and blockers, and maintaining a single, actionable view of status.
- Support prioritisation discussions by surfacing delivery impact, capacity constraints and key risks.
- Coordinate UAT readiness, timelines and sign-off.
- Regularly report to stakeholders, presenting clear delivery insights, risks and dependencies using agreed metrics.
- Demonstrate and model a commitment to our shared values, behaviours and inclusive practices (known as [Our Shared Commitment](#)) in all aspects of your work.

BEHAVIOURS, EXPERIENCE AND SKILLS

This section contains the essential behaviours, experience, knowledge and skills needed to be effective and successful in this role. All criteria in this section are essential.

Effective behaviours

Supporter driven and mission aligned

- Is committed to children and their rights and motivated to work towards achieving a world that is fit for every child.

Collaboration

- Consults others and shares expertise, know-how and ideas with colleagues for best results.
- Values diversity, respecting and drawing on colleagues' different perspectives, skills, experience, and knowledge.

Communication

- Conveys complex ideas using a variety of methods to engage an audience and win understanding and support.
- Presents complex and difficult messages clearly and with impact.
- Anticipates and responds to the needs of an audience, adapting content, style, language and use of channel to deliver maximum clarity.

Efficiency and effectiveness

- Proactive and assertive self-starter, able to take a lead and work confidently with little oversight
- Manage conflicting priorities to ensure that objectives are achieved, and deadlines met.
- Systematically plans projects and change/ improvement requirements to maximise performance and cost-effectiveness.
- Anticipates risks and puts plans in place to minimise their impact.
- Responds flexibly to unforeseen events such as emergency responses to ensure that effectiveness is not compromised.
- Evaluates work, learns from results and adjusts strategies to provide the best results for children.
- Suggests simplifications to overly complex ways of working to improve results.

Resilience

- Remains positive and quickly recovers from setbacks, keeping problems in perspective.
- Takes a solution focused approach to problem solving to succeed in difficult circumstances.

Relevant experience

- Experience and successful track record of managing projects to time and budget in a complex environment, working with a diverse range of stakeholders.
- Experience delivering complex projects or programmes in a digital, technology or product-led environment, working closely with Product Managers to deliver strategic priorities.
- Managing projects using agile delivery methodologies and/or a variety of project management methodologies, tools and frameworks
- Experience facilitating workshops, planning sessions, sprint reviews and stakeholder meetings.
- Skills in backlog management, prioritisation discussions and release planning.
- Excellent communication (oral and written) and senior stakeholder management

Specific knowledge and skills

- Risk and issue management
- Project and change management knowledge and skills (change management, Waterfall, Agile and Hybrid)
- Workshop facilitation, communication and influencing
- Reporting and governance
- Continuous improvement and process optimisation