

Senior Delivery Manager

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Senior Delivery Manager

Position in the organisation

Reports to the Head of Product.

Direct reports: Delivery Manager.

Member of our Digital team.

Part of our Technology directorate.

Purpose of this role

We're hiring for an experienced and practising Senior Delivery Manager to lead delivery of digital services at the Alzheimer's Society. You'll lead the successful delivery of digital programmes and services that transform the experience of people affected by dementia and enable colleagues and volunteers to do their best work.

We are embarking on an exciting technology transformation programme, partnering with the wider Society to achieve our Help and Hope strategy by delivering modern, secure and user-centred tools, enhancing capabilities, simplifying operations, and fostering innovation. We will apply the mindsets of the internet-era to make our services as tailored and inclusive as possible, so that we can maximise our impact on people's lives.

The Alzheimer's Society is needed more than ever. We're at a pivotal moment for dementia. We're already having a huge impact and making a difference to people's lives, both today, thanks to our support for people affected by dementia, and in the future, thanks to our research and campaigning. Meanwhile, breakthroughs in research, improvements in diagnosis rates, and changes in perceptions have given hope that one day we will be able to end the devastation of dementia. This makes it even more important that our efforts are underpinned by best-in-class technology.

You'll be working on products that help over a million people affected by dementia every year, and your work here will make a huge difference to their lives. You'll bring expertise in **agile delivery, user-centred design, and digital transformation** to guide multidisciplinary teams through the full lifecycle of our digital products and platforms — from discovery and design through to delivery and continuous improvement.

You'll ensure that our delivery practices are effective, transparent, and aligned to Alzheimer's Society's strategy. You'll act as a coach, collaborator and enabler — helping teams to overcome barriers, embed agile principles, and deliver measurable impact for people with dementia and those who care for them.

You will lead planning, governance, communication and engagement across the Digital team and will ensure delivery of value both internally and externally with multiple partners. This is a pivotal role identifying and managing strategic dependencies, anticipating and removing blockers and managing risks to ensure efficient and effective delivery.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

Programme and Delivery Leadership

- Lead the delivery of complex, cross-functional digital initiatives that align with the Society's strategic goals and user needs.
- Apply agile delivery principles to plan, prioritise, and deliver high-quality digital products and services that add measurable value.
- Develop and maintain delivery plans and progress reporting — ensuring transparency and shared understanding across all stakeholders.
- Anticipate and manage risks, dependencies, and resource challenges, resolving blockers early and promoting a culture of proactive problem-solving.
- Build a culture of iteration and continuous improvement across all digital delivery teams.
- Ensure alignment between product and technical delivery plans, balancing speed of delivery with quality, accessibility, and sustainability.

People and Team Development

- Lead, coach and mentor delivery professionals, supporting their growth, wellbeing, and professional development, ensuring their skills and capabilities meet the current and future needs of the Society.
- Create a positive, collaborative and inclusive environment where diverse perspectives are valued and empowered to contribute.
- Act as a visible advocate for agile and user-centred practices, supporting teams to adopt best-in-class delivery methods.
- Promote open communication, psychological safety, and continuous learning within and between teams.
- Represent delivery as part of the wider Digital and Technology leadership community, fostering cross-functional collaboration with Product, Data, Engineering, and Operations colleagues.

Stakeholder Management and Collaboration

- Build trusted relationships with senior stakeholders, ensuring alignment of priorities and clear communication of progress, risks, and impact.
- Act as a bridge between technical and non-technical colleagues, translating complex delivery concepts into accessible, outcome-focused language.
- Champion collaboration across directorates and with external partners, ensuring digital programmes are well-integrated with organisational needs and user journeys.
- Engage and influence internal and external partners, including agencies and suppliers, to deliver shared outcomes and excellent value for money.

Financial and Resource Management

- Ensure effective use of internal and external resources, achieving maximum impact and value for investment.

- Lead commercial relationships and supplier performance, developing briefs, scopes of work, and deliverables that drive quality and accountability.
- Contribute to the Society's digital investment planning and prioritisation processes, using evidence and insight to inform decisions.

Governance and Quality Assurance

- Uphold the Society's standards for programme governance, reporting, and quality assurance, ensuring alignment with the Project Management Office.
- Maintain visibility of programme progress, risks, dependencies and benefits, and communicate these clearly to senior stakeholders.
- Ensure that accessibility, inclusion, and data protection requirements are embedded throughout delivery.
- Support internal engagement and awareness, ensuring colleagues understand and are inspired by our digital ambitions.

We are looking for someone who can...

- Bring passion and purpose to digital delivery that makes a tangible difference to people affected by dementia.
- Work collaboratively, championing inclusion, compassion, and integrity, particularly for people living with dementia
- Empower teams to deliver effectively and learn continuously.
- Communicate with clarity and empathy across all levels of the organisation.
- Demonstrate resilience and adaptability in managing ambiguity and complexity.
- Drive innovation while maintaining accountability, focus, and alignment to organisational priorities.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Adhere to all the Society's service standards, policies and procedures. Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Successful track record of leading complex digital delivery programmes using agile methodology in a large organisation.	I
Good understanding of agile and lean methodologies, with experience coaching teams in their application.	I
Experience of aligning multidisciplinary teams (Design, Software Engineering, Data, Product, Research) to deliver coherent, user-centred outcomes.	I
Demonstrable experience of using data and insight to inform planning, prioritisation, and delivery decisions.	I
Proven ability to manage risks, dependencies, and stakeholder expectations in a complex organisational environment.	I
Good people leadership and line management skills, with a focus on coaching and empowerment.	I
Excellent communication and influencing skills, able to translate complex delivery information for a wide range of audiences.	I
Experience managing supplier and partner relationships to deliver high-quality outcomes and value for money.	I
Sound financial management and budgeting skills.	I
Commitment to accessibility, inclusion, and user-centred design principles, with a proven desire to work in an equity-driven organisation solving complex problems.	I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A
Be a self-starter and incredibly motivated.	I
Excellent organisational and timekeeping skills.	A
Excellent attention to detail.	A
Non-judgemental communication.	I
Commitment to and understanding of equal opportunities.	I
Understanding of the inclusion agenda and its relevance within a diverse society.	I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependents

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave