Job Profile
Technology Programme Manager – Digital Experience & Agile Delivery
24 month fixed term

About the ISTD

ISTD exists to make teaching and learning dance accessible to all.

Our membership is recognised as the mark of quality dance teaching around the world. We support teachers to develop their careers and businesses through progressive training, performance qualifications and events. Together, we aim to build a diverse and sustainable dance profession by championing inclusion and increasing access to dance teaching

The Society is a registered educational charity (250397), regulated examinations board, and membership association. With 6000 members in 59 countries worldwide, we conduct over 120,000 examinations and 20,000 hours of Continuing Professional Development each year.

Istd.org

Summary of Role
We are looking for an experienced and versatile Technology Programme Manager to lead a CMS replacement and website redesign and migration project, while also driving the agile delivery of a rolling programme of broader technology and transformation initiatives across the business. This is a hands-on role for someone with technical project delivery experience. You will have successfully delivered complex digital projects involving third-party vendors, websites, customer portals, CRM integrations and single sign-on (SSO) and thrive in a fast-paced, collaborative environment.

As the programme continues, you will also take responsibility for the delivery of new strategic systems to transform our exams business.

Key Responsibilities:
In addition to working closely with the Director of Operations and Digital Transformation:

Digital Experience & CMS Project
- Lead the end-to-end delivery of a CMS selection and implementation project, including website redesign and migration and customer portal with SSO.
- Manage the vendor selection process (RFP, evaluation, onboarding) for CMS and digital experience platforms.
- Collaborate with internal stakeholders (marketing, education, exams) to gather and prioritize requirements.
- Oversee third-party design and development partners to ensure timely and high-quality delivery, maximising the delivery of value against budget
- Ensure the new CMS supports content governance, scalability, and user experience goals.

- Coordinate the implementation of secure and seamless SSO for customer access to the portal.
- Facilitate user acceptance testing (UAT), training, and change management activities.

Agile Programme Delivery
- Manage a portfolio of technology projects using Agile or hybrid methodologies.
- Facilitate sprint planning, stand-ups, retrospectives, and backlog grooming sessions.
- Work closely with business stakeholders to ensure clear requirements and prioritisation.
- Track progress, manage risks and dependencies, and ensure timely delivery of value.
- Promote agile best practices and continuous improvement.
- Provide clear, timely reporting on progress to the Steering Group, including updates on OKRs, risks and dependencies, budget and resource needs across the project portfolio

Skills & Experience
Essential:
- Proven experience delivering CMS selection and implementation projects (e.g., Sitecore, Umbraco, Adobe Experience Manager).
- Strong track record of managing website redesigns and customer-facing digital platforms.
- Experience working with third-party vendors and digital agencies.
- Familiarity with SSO technologies and customer identity management (e.g., Azure AD B2C, Auth0, Okta).
- Solid understanding of Agile project management principles and tools (e.g., Jira).
- Excellent communication, stakeholder engagement, and vendor management skills.

Desirable:
- Experience in regulated industries (e.g., education, financial services, healthcare).
- Technical background or understanding of web development, APIs, and cloud platforms.
- Project management certification (e.g., PRINCE2, PMP, AgilePM, Scrum Master).

Person Specification
To take up the role of Technology Programme Manager, the individual will need to be engaged and motivated in the work and mission of the Society.

The Technology Programme Manager must demonstrate:

- A commitment to fairness and to promoting equality, diversity and inclusion.
- A genuine interest in the role of technology in supporting dance education and the wider arts sector.
- Proven ability to lead and deliver complex digital programmes, including CMS, customer portals, and strategic systems such as exam booking and scheduling management.
- Confidence in working with both technical and non-technical stakeholders, translating business needs into actionable plans.

- Excellent verbal and written communication skills, with the ability to explain technical concepts clearly and persuasively
- Strong organisational skills, with the ability to manage multiple workstreams, prioritise effectively, and deliver to deadlines.
- A collaborative and flexible approach to working in a small, cross-functional team.
- Experience managing third-party vendors and ensuring value for money and quality delivery.
- A proactive, problem-solving mindset with a focus on continuous improvement.
- High standards of personal accountability, professionalism, and attention to detail.
- Understanding of data protection, cyber security, and digital governance best practices.
- Willingness to contribute ideas, support colleagues, and adapt to evolving organisational needs.

Working Hours
This is a full-time role, working 35 hours a week, from Monday to Friday from 9am to 5pm, with a one hour lunch break.

Additional Information
- This role will be offered on a Hybrid work basis (2 days worked in the office and the remainder of the week can be worked remotely). When working remotely, the postholder will be required to work from home in an environment with a high-speed broadband.
- The office remains open from Monday to Friday and is available for those who would prefer to work in the office environment or have difficulties working remotely.
- Hybrid working will be reviewed on an ongoing basis and employees may need to revert to homeworking, in line with any new government advice.

Renumeration
The annual salary for this position will be from £55,000 to £65,000 per annum, depending on experience.

Additional Benefits

- **Flexibility**; this role can be worked on a Hybrid basis, (2 days in the office and then one day, Friday can usually be worked from home, *subject to studio bookings*). More information on flexibility is available in the ISTD Hybrid Work Policy.
- **25 days paid holiday** each year (plus the 8 public/bank holidays). In addition, 4 days between Christmas and New Year when our office building is closed; 37 paid days in total. This will pro-rata accordingly for the part time hours worked.
- **Season ticket loan** available.
- **Employer Pension Contribution** matched up to 8%. You will be auto enrolled into the pension scheme after 3 months of employment. Employee contribution must be minimum 4% and is matched by ISTD to a maximum of 8% (although employees can contribute more than 8%).

- **Employee Assistance Programme**, consisting of 24/7 telephone access to a trained counsellor, financial advisor or a nursing and midwifery council registered nurse. Access to the My Healthy Advantage App with live chat facility, wellbeing videos and articles, mini health checks, 4 week plans for lifestyle changes and a mood tracker.
- **Virtual GP Service,** complimentary 24/7 unlimited access any day of the year. Book appointments, arrange private prescriptions and fit notes anywhere in the world. Second Medical Opinion available – for greater peace of mind. Also covers Dependents.
- **Funeral Concierge Service,** includes easy-to-use will writing tool. When help is needed, the 24/7 Advisors are one phone call away, ready to personalise the funeral plan and compare and negotiate best prices at any funeral home in the world.
- ISTD provides employees with **Life Insurance** benefit provided by MetLife. MetLife provides a death in service benefit, based on a multiple of three times your annual salary, bereavement and probate service to the family. This benefit is available to all employees after they have passed their probation and are below the age of 70 years

Training
You will be supported in the new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their responsibilities.

Equal Opportunities
The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access please let us know this in your application or if you would like to discuss any of this prior to applying please email: **recruitment@istd.org**

Method of Application
Please send a letter of application and CV to **recruitment@istd.org**
The letter of application should summarise what you are able to bring to the role and how you meet the person specification. The successful candidates will also be required to provide details for two recent references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity).

The closing date is Thursday 24th July 2025.