

Job Description

Job title:	Digital Innovation and Development Manager
Place of work:	Redbridge Institute, Gaysham Avenue, Gants Hill, IG2 6TD
Hours of work:	35 hours per week
Responsible to:	Operations Director
Contract:	Permanent
Salary:	£41,845 per annum

About Community Action Redbridge

Community Action Redbridge is a local infrastructure charity dedicated to building a fairer Redbridge where everyone and every community has an equal opportunity to thrive. Through our work, we support the development of strong and resilient communities where people lead happy, healthy, and fulfilling lives.

At the heart of our work is a commitment to social justice and to tackling the root causes of inequality. We're passionate about shifting power, amplifying community voices, and working collaboratively to create social change.

We do this by:

- Strengthening and championing the voluntary, community and social enterprise (VCSE) sector, so local organisations have the tools and support they need to grow and thrive.
- Supporting local people to drive change in their own communities, through social action, volunteering and active participation.
- Bringing people and organisations together, from the VCSE sector, public services, and local businesses, to collaborate on shared ambitions for Redbridge.

Job Purpose

As Digital Innovation and Development Manager, you will play a pivotal role in leading Community Action Redbridge's digital journey and embedding a culture where digital technology, data and innovation help us achieve greater impact for the communities we serve.

You will lead the implementation of our Digital Innovation and Development Strategy, driving improvements to our digital systems, data practices and ways of working. Working across the organisation, you will help create more consistent and effective processes, improve collaboration, strengthen data quality and insight, and enable colleagues to make evidence-informed decisions.

From maximising the value of our Microsoft 365 environment and CRM system to exploring the responsible use of emerging technologies such as AI, you will ensure that our digital infrastructure is efficient, accessible and aligned with organisational priorities and values.

A key aspect of the role is building digital confidence and capability across the organisation. You will help foster a culture of digital curiosity, supporting staff to embrace new technologies, develop their digital and data skills, and continuously improve the way they work.

Beyond Community Action Redbridge, you will work closely with VCSE organisations across Redbridge, providing training, consultancy and practical support to strengthen their digital capacity, improve access to data and insight, and help build stronger networks and intelligence-sharing across the sector.

This is a varied and rewarding role for a strategic and creative problem-solver who is passionate about using digital technology and data to strengthen communities, improve services and help create a fairer Redbridge.

Please note that this role can be offered on a hybrid basis, with a minimum of two days per week in the office. As an organisation rooted in community, we believe that regular in-office presence is important to foster collaboration, connection and team cohesion.

What you'll do

Digital Strategy, Systems and Infrastructure

- Lead the design and delivery of innovative digital strategies and solutions that align with Community Action Redbridge's strategic priorities and values, enhancing digital capacity, user experience, and organisational impact.
- Lead the development and enhancement of digital platforms, ensuring alignment with CRM systems and organisational goals. Collaborate with the Communications and Engagement Manager on brand, content, and tone. Provide tailored training and development support to equip the team for confident handover and ongoing platform use.
- Take the lead on onboarding staff and volunteers to Community Action Redbridge's digital platforms and systems, ensuring everyone feels confident and supported.
- Manage relationships with relevant external suppliers and contractors, including developing clear briefs, selecting providers, and overseeing delivery to ensure quality, value for money, and alignment with organisational needs.

- Plan and manage relevant budgets and expenditure, ensuring value for money and alignment with organisational priorities.
- Proactively monitor digital and data trends to ensure our systems remain innovative, inclusive, and aligned with the evolving needs of the organisation and the communities we support.
- Work collaboratively with the Communications & Engagement Manager to develop innovative approaches for engaging members through peer communication platforms and closed digital spaces.

Data Strategy, Culture and Use

- Collaborate with colleagues across the organisation to understand and interpret their data needs, supporting the design of effective data collection processes, as well as data visualisation and reporting tools.
- Champion the effective use of data across the organisation, embedding a culture of data-driven decision-making.
- Provide practical guidance and solutions to help teams confidently collect, analyse, and use data – turning insights into action to improve delivery, inform planning, and demonstrate impact.

Data Governance and Protection

- Lead on data management and data protection, overseeing the secure and ethical handling of data across the organisation, ensuring compliance with GDPR, and embedding best practices through advice, guidance, and clear internal processes.
- Lead the development, implementation, and regular review of digital and data-related policies, including data protection and AI use, ensuring they remain compliant, practical, and aligned with organisational values.

Sector Support and Capacity Building

- Design and deliver high-quality training courses that address the digital and data needs of small VCSE organisations, including:
 - Developing detailed session plans and clear training overviews for communications.
 - Managing all administrative tasks such as room bookings, adding new courses to the CRM system, learner communications (e.g., reminders) and accurately recording attendance.
 - Consistently applying RARPA (Recognising and Recording Progress and Achievement) to monitor learners' progress and outcomes.
 - Gathering and analysing feedback via evaluation forms to continuously improve training quality and relevance.
- Deliver tailored digital consultancy and advice to small VCSE organisations, helping them build confidence and capability in using digital technology.
- Create and maintain a suite of practical, accessible resources, including templates, toolkits, and guidance, that support small VCSE organisations in strengthening their digital infrastructure and day-to-day operations

Organisational Learning, Development and Strategy

- Contribute actively to cross-organisational leadership and planning, bringing strategic insight from the digital development function to inform organisational priorities and decision-making.
- Share insights from digital development work to support organisational development, drive innovation and strengthen internal systems.
- Model inclusive, collaborative leadership and help foster a culture of learning, innovation, and shared leadership across Community Action Redbridge.

General Duties

- Practise and actively promote Community Action Redbridge values and ways of working.
- Actively promote diversity, equity and inclusion, and help to ensure that Community Action Redbridge works anti-oppressively and challenges injustice.
- Contribute to the continuous development and performance of Community Action Redbridge.
- Help raise the profile of Community Action Redbridge and uphold our brand by representing the organisation positively and following brand guidelines in all communications and activities.
- Adhere to all Community Action Redbridge policies and procedures.
- Actively participate in support and supervision, annual appraisals, team meetings, away days and appropriate training and development opportunities
- Undertake any other duties as required and in line with the purpose of the post.

This is a description of the job as it is presently constituted. It is the practice of Community Action Redbridge to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

Community Action Redbridge is committed to safeguarding and promoting the welfare of children and vulnerable adults. Please note that this post is subject to a basic DBS check.

We believe in being inclusive and giving everyone an equal chance to succeed. Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background.

All appointments will be made on merit, following a fair and transparent process. In line with the Equality Act 2010, however, the organisation may employ positive action where candidates from underrepresented groups can demonstrate their ability to perform the role equally well.

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> • Educated to degree level in a relevant field or equivalent work experience, ideally gained within the charity sector. 	
Knowledge, skills and experience	<ul style="list-style-type: none"> • Proven ability to manage external contractors and suppliers by providing clear briefs, fostering effective collaboration, and ensuring timely, high-quality delivery and value for money • Ability to build the digital confidence and capability of others through practical support, tailored advice, and accessible training. • Ability to manage and develop CRM systems, including customisation, data migration, and integration with other platforms • Ability to translate monitoring and evaluation requirements into effective, user-friendly digital solutions that support data collection, analysis, and reporting • Good understanding of the VCSE sector, including its unique challenges and opportunities • Exceptional digital literacy and expertise. Proven ability to lead and inspire teams to embrace digital technologies, fostering confidence and enthusiasm for digital solutions to improve organisational efficiency, effectiveness and collaboration. • Excellent written and verbal communication skills, adept at translating complex information into clear, compelling messages for diverse internal and external audiences. • Excellent time management and organisational skills, with a proven ability to design and manage systems, processes, and workflows that support effective cross-team collaboration and support the delivery of organisational priorities. • Excellent project management skills, with the ability to lead strategic initiatives, manage multiple priorities and deadlines, and ensure the effective planning and delivery of communications engagement work across the organisation. • Excellent understanding of data protection principles, with a proven ability to develop and implement robust standards to safeguard sensitive information. • Ability to monitor and evaluate digital projects and initiatives, analyse data and user feedback to assess impact and drive continuous improvement. 	

	<ul style="list-style-type: none"> • Strong problem-solving and decision-making skills, with the ability to respond to emerging challenges, evaluate options, and take timely, evidence-informed action to ensure deliverables remain on track and aligned with organisational goals • Proven ability to work collaboratively with colleagues, partners, and stakeholders across different teams and organisations. Ability to build strong working relationships and contribute to a positive, supportive team culture. • Ability to support and coordinate the work of others, contributing to an empowering team environment where everyone is able to perform at their best. Leads by example, with strong interpersonal skills and a commitment to collaborative working. • Ability to manage budgets, monitor expenditure, and ensure effective use of resources in line with organisational procedures • Ability to build and maintain positive relationships with a range of internal and external stakeholders, ensuring clear communication and effective collaboration • Awareness of fundraising processes, with the ability to contribute to funding proposals by providing relevant information and insight to support income generation efforts. 	
Personal attributes	<ul style="list-style-type: none"> • Passionate about social justice with a strong commitment to Community Action Redbridge's values and mission. • Proactive and self-motivated, with a "can-do" approach • An open and respectful approach grounded in cultural humility, with the ability to engage sensitively and effectively with diverse communities • Resilient and comfortable with ambiguity, with a calm and solution-focused approach when navigating change, complexity, and uncertainty • Reflective and self-aware, committed to continuous learning and personal development. 	
Other requirements	<ul style="list-style-type: none"> • A commitment to diversity, equity and inclusion, and to working anti-oppressively and challenging injustice. • A willingness to work flexibly, including occasional evenings/weekends by prior arrangement. 	