

# ROLE PROFILE FOR Digital Platform Manager

Within the Pensions Board's Financial Wellbeing Services Function

## About the Church of England Pensions Board

The Church of England Pensions Board provides retirement services to those who serve or work for the Church. Both a regulated pension fund and registered charity, more than 44,000 people rely on us for their pensions. A leader in ethical and responsible investment, we carefully steward the £3.4bn of pension savings entrusted to us to not only grow our members' pensions, but also to drive systemic and lasting change across the industries and sectors in which we invest for a just and sustainable world. The Board also supports 2,500 retired clergy with housing, including managing a national portfolio of 1,200 rented homes and Community Living options.

**Supported by a multi-million pound grant from the wider Church, we are setting up a new function responsible for engaging with clergy at all stages of life and ministry on their current and future plans, offering access to: grants to kick-start saving, bespoke advice at key life stages and tailored products that will give our customers more choice about their future.**

**We are seeking a proactive and collaborative Digital Manager to join our new team, taking responsibility for the smooth running and ongoing development of our digital platforms. You will oversee the day-to-day management of our customer-facing portal and related systems, including our integrated CRM system, ensuring they remain reliable, secure, and user-friendly.. This will involve building and sustaining effective partnerships with technology suppliers and collaborative working with our in-house Technology team (who own the systems landscape), and other systems experts within the Pensions Board. By combining technical expertise with strong organisational skills, you will help us deliver a seamless digital experience that supports clergy and colleagues across the Church.**

## Our values

We want the Pensions Board to be a great place to work. For us that starts by ensuring that everyone feels that they belong and are valued for who they are and what they contribute.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

The Pensions Board, as part of the National Church Institutions (NCIs) of the Church of England, offers a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience, we're looking for, then we would like to hear from you.

## What you'll be doing

As Digital Manager, you will be the guardian of the digital ecosystem required to run our Financial Wellbeing service—ensuring our portal and supporting technologies are reliable, secure, and continuously evolving to meet the needs of clergy, diocesan partners, and internal teams. You will oversee day-to-day operations, manage supplier relationships, and embed usercentred design principles into every development cycle. Working closely with colleagues across communications, data, and customer service, you will translate organisational strategy into practical, future-ready digital solutions.

This role is both operational and strategic: you will keep systems running smoothly while also scanning the horizon for emerging technologies, ensuring our platforms remain resilient, accessible, and aligned with best practice in cyber security, data protection, and user experience. Ultimately, your work will underpin the delivery of trusted, seamless services that empower clergy and support the wider mission of the Pensions Board.

### MAIN DUTIES AND RESPONSIBILITIES

*You will:*

#### Content & Systems Management

- Oversee the day-to-day operation of the portal, working with our provider partner to ensure high availability, minimal downtime (against reportable KPIs), and responsive firstline fixes.
- Lead incident and problem handling working collaboratively with the NCIs technology team; keep run-books current.
- Maintain and optimise CMS/CRM integrations, ensuring data accuracy and smooth system interfaces.
- Embed analytics and reporting tools within the portal to track usage, engagement, and service outcomes.
- Ensure digital content is aligned with organisational standards, accessibility requirements, and user experience best practice.
- Audit and fix accessibility issues; include accessibility checks in release gates; run inclusive testing.

#### Planning & Delivery

- Own the change plan and priorities; manage release calendars; run post-release reviews.
- Lead requirements gathering and business analysis for new digital features or system upgrades, informed by data insight
- Translate strategic objectives into digital roadmaps, balancing agile delivery with longerterm planning.
- Manage supplier contracts, budgets, and delivery timelines, ensuring value for money and compliance with procurement standards.
- Commission, embed and test system changes, coordinating with IT and external developers, and ensuring version control.

#### Materials & Supplier Oversight

- Maintain a library of digital templates, workflows, and governance documentation.
- Work with communications and other colleagues to oversee supplier-produced collateral, ensuring technical quality and alignment with brand and service standards. This includes specifically working with the Communications Officer to align portal content with broader messaging/campaigns.

- Monitor and enforce cyber security policies, ensuring all digital assets meet regulatory and organisational requirements.
- Hold regular performance reviews; ensure contracts include the right protections; confirm value for money.

### **Stakeholder Engagement**

- Act as the primary digital contact for the service internal teams, diocesan partners, and external suppliers – this includes being comfortable with answering customer calls.
- Collaborate with colleagues looking after other key systems within the Pensions Board, working together on team learning, development and optimising a digital first customer experience
- Collaborate with the NCIs Technology team to optimise use of all technology required to deliver the service, and ensure delivery adheres to broader systems landscape.
- Provide technical briefings and updates to senior leaders and governance forums

### **Insight, Compliance & Continuous Improvement**

- Working with NCI specialists, lead security checks and updates; own the recovery plan and testing; approve releases after security review.
- Work with the Data & Insight manager to ensure compliance with GDPR, safeguarding, and data protection standards in all digital processes. This includes instigating privacy assessments in response to system changes, applying agreed retention and deletion rules, and maintaining data sharing controls within the platform.
- Monitor system performance, user feedback, and incident logs to drive iterative improvements.
- Stay abreast of industry trends, AI guardrails, and emerging technologies to future-proof the service.

Your job description is intended to reflect your main tasks and areas of work but is not exhaustive. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

## **About You**

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other underrepresented groups.

### ***Essential – Knowledge & Experience***

1. Proven experience managing CMS and CRM platforms, including development cycles and integrations.
2. Strong understanding of cyber security best practice and data protection principles.
3. Demonstrated experience in user-centred digital design and accessibility standards.
4. Knowledge of project management methodologies (Agile and Waterfall).
5. Experience of business analysis, process mapping, and requirements gathering.
6. Track record of managing supplier relationships and digital contracts.
7. Familiarity with embedding analytics tools and interpreting performance data.
8. Experience of working in a customer-focused, operational and values driven environment.

**Essential – Skills & Abilities**

- 9. Strong problem-solving skills with the ability to triage and resolve technical issues.
- 10. Excellent stakeholder management and communication skills, able to translate technical concepts into plain English.
- 11. Organised and proactive, with the ability to manage multiple projects and competing priorities.
- 12. High attention to detail, ensuring accuracy, compliance, and quality assurance.
- 13. Adaptable and resilient, comfortable working in a fast-paced, evolving environment.

**Highly Desirable**

- 14. Experience of the HubSpot platform
- 15. Formal qualifications in digital management, IT, or project management (e.g. PRINCE2, Agile, ITIL).
- 16. Knowledge of AI applications in digital service delivery, with awareness of ethical and security guardrails.
- 17. Experience of audience segmentation, A/B testing, and digital optimisation techniques.

**Vacancy Summary**

JOB TITLE:	Digital Platform Manager	
NCI ENTITY:	The Church of England Pensions Board	
DEPARTMENT:	Housing	
GRADE:	Band 3	Standard Point
SALARY:	£59,248	
WORKING HOURS:	35	
PRIMARY OFFICE LOCATION:	Church House, Westminster or Bishopthorpe, York	
HYBRID WORK ARRANGEMENTS:	Once a fortnight in the office	
SUITABLE FOR FULL HOMEWORKING:	<input checked="" type="checkbox"/>	
HOMEWORKING REQUIRED:	<input type="checkbox"/>	
CONTRACT TYPE:	Permanent, Full Time	

IS A DBS CHECK REQUIRED?



IF YES, WHICH LEVEL

Basic

IS A FAITH-BASED GOR  
APPLICABLE FOR THIS ROLE?



ORACLE POSITION CODE:

8104318

COST CODE:

31445

PARENT POSITION:

Head of Customer Services