
JOB DESCRIPTION

Job Title: Digital Programme Manager

Grade: E

Department: CAF Bank - Digital

Main purpose of job:

The Digital Delivery Manager is responsible for organising, planning and managing the flow of digital change across CAF Bank's Digital team. The role owns the Digital delivery plan and portfolio view, ensuring that digital initiatives are clearly prioritised, well planned, actively tracked and delivered at pace in line with CAF Bank's strategic priorities.

The role combines overarching delivery planning and agile delivery. It ensures that work moves efficiently from idea and discovery through to delivery, testing, release and benefit tracking. The Digital Programme Manager will establish consistent delivery rhythms, maintain core delivery controls, remove blockers, manage dependencies and provide clear visibility of progress, risks and decisions required.

The role is central to improving the pace of digital change while maintaining appropriate governance, control and transparency in a regulated banking environment. It will work closely with the Chief Digital Officer, Product Manager – Digital Services / Online Banking, Automation and AI Lead, Technology, Operations, Risk, Compliance and external delivery partners to ensure digital work is coordinated, visible and executable

Responsible to: Chief Digital Officer (CDO)

Budgetary responsibilities: No direct budget ownership. Responsible for determining delivery and capacity through tracking supplier effort, Statements of Work, Purchase Orders, forecast versus actual effort, and delivery capacity across digital workstreams. The role will own the day to day management and escalate risks relating to effort, scope, capacity, affordability or commercial coverage, but will not hold formal procurement or commercial approval authority.

Responsible for: No direct reports.

Matrix coordination across:

- Digital team members
- Product and Automation / AI workstreams
- Technology delivery teams
- Operations and business stakeholders
- Risk, Compliance and governance stakeholders
- External suppliers and third-party delivery partners

Key Job Responsibilities:

Digital Delivery Planning and Programme Management

- Own and maintain the Digital delivery plan across all Digital workstreams, including Online Banking, AI and Automation, digital and AI adoption and other prioritised digital initiatives.
- Maintain a single, clear portfolio view of current and planned digital work, including priorities, milestones, dependencies, risks, issues and key decisions.
- Translate strategic priorities and roadmap items into practical delivery plans, sequencing work in a way that is realistic, coordinated and aligned to available capacity.
- Work with the Chief Digital Officer and workstream leads to ensure the Digital portfolio remains focused on the highest-value customer, operational and strategic outcomes.
- Identify capacity constraints, competing priorities and delivery conflicts early, escalating where decisions are required.
- Support quarterly and monthly planning cycles, ensuring the team has a clear forward view of what is being delivered, when, by whom and with what dependencies.

Delivery Coordination and Agile Ways of Working

- Establish and run effective delivery routines, including planning sessions, stand-ups, progress reviews, blocker reviews, retrospectives and forward planning meetings where appropriate.
- Support agile delivery practices across the Digital team, ensuring work is broken down into manageable increments and delivery progress is visible.
- Help improve the flow of work from idea through discovery, validation, delivery, testing, release and benefits realisation.
- Ensure delivery activity is supported by clear actions, owners, dates, dependencies and decision points.
- Work with Product, AI / Automation and Technology colleagues to ensure backlog items and delivery priorities are sufficiently clear to progress.
- Identify and remove blockers, or escalate them promptly where resolution requires senior decision-making.
- Promote a practical delivery culture focused on pace, clarity, accountability and continuous improvement.

Delivery Controls, Reporting and Governance

- Own and maintain core Digital delivery controls, including:
 - action logs
 - RAID logs
 - milestone trackers
 - delivery dashboards
 - delivery plans
 - dependency trackers
 - decision logs where appropriate

- Own Digital change portfolio reporting, ensuring delivery status is accurate, timely and action oriented.
- Prepare and maintain the planning, milestone and roadmap reporting inputs for Digital Steering Group.
- Provide clear reporting on progress, blockers, dependencies, risks, issues, decisions required and upcoming milestones.
- Ensure delivery governance is proportionate to the level of risk, complexity and impact of each initiative.
- Support the Chief Digital Officer with clear, accurate delivery information for governance forums, executive reporting and prioritisation discussions.
- Ensure delivery artefacts are maintained to a standard suitable for a regulated banking environment.

Supplier and Third-Party Delivery Coordination

- Coordinate delivery activity with external suppliers and third-party partners, ensuring commitments, dependencies and delivery dates are clearly understood and tracked.
- Track supplier actions, estimates, milestones, progress and risks across Digital initiatives.
- Support the coordination of Statements of Work, Purchase Orders and effort tracking, ensuring planned activity is commercially covered and aligned to agreed delivery scope.
- Monitor supplier effort against agreed days, SOWs or delivery commitments, escalating where burn rate, scope or capacity creates a delivery risk.
- Challenge suppliers constructively on plans, blockers, dependencies and delivery confidence.
- Ensure hand-offs between CAF Bank teams and suppliers are clear, documented and followed through.
- Support a more predictable and transparent supplier delivery model by improving planning discipline, action tracking and progress visibility.

Workload Management and Team Coordination

- Help organise and manage workload across the Digital team, ensuring priorities are clear and commitments are realistic.
- Maintain visibility of who is working on what across key Digital initiatives.
- Coordinate cross-team dependencies between Digital, Technology, Operations, Risk, Compliance and suppliers.
- Support effective prioritisation conversations where work exceeds available capacity.
- Ensure actions from meetings, governance forums and delivery sessions are captured, assigned and followed up.
- Help reduce duplication, confusion and fragmented delivery activity by maintaining a clear central view of work in progress.

Delivery Model and Continuous Improvement

- Support the development and embedding of CAF Bank's Digital delivery model (DIVA), including clearer ways of working from idea to delivery and release.
- Help implement consistent delivery practices aligned to CAF Bank's emerging digital operating model and DIVA-style approach: define, investigate, validate and accelerate.
- Identify bottlenecks in the delivery process and recommend practical improvements.
- Improve hand-offs between Digital, Technology, Operations, Risk, Compliance and suppliers.
- Support continuous improvement of planning cadence, prioritisation routines, governance flow, delivery reporting and release readiness.
- Promote greater delivery discipline across the Digital team while keeping ways of working pragmatic and proportionate.
- Help the Digital function increase pace without compromising control, transparency or quality.
- Actively identify areas where AI can increase the pace of change and implement repeatable AI solutions.

Release Readiness and Delivery Assurance

- Support delivery teams in preparing for release readiness, ensuring key milestones, actions, dependencies and decisions are visible.
- Coordinate readiness inputs across Product, Digital, Technology, Suppliers, Operations, Risk and Compliance where required.
- Track UAT progress, known issues, release blockers and operational readiness actions.
- Ensure delivery risks and unresolved issues are escalated before they impact release dates or customer outcomes.
- Support post-release reviews to capture lessons learned and improve future delivery cycles.

Stakeholder Management and Communication

- Build strong working relationships across Digital, Technology, Operations, Risk, Compliance and supplier teams.
- Communicate delivery progress, risks and blockers clearly and confidently to stakeholders at different levels.
- Facilitate effective delivery discussions, ensuring meetings are purposeful, action-oriented and decision-focused.
- Provide clear written updates, dashboards and reporting materials that support effective governance and decision-making.
- Act as a central point of coordination for Digital delivery activity, ensuring stakeholders have a clear and consistent view of progress.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: July 2026

PERSON SPECIFICATION

Job title: Digital Programme Manager

Date: July 2026

Attributes	Essential ✓	Desirable ✓	How Evidenced ⁺
Experience - Experience managing delivery plans, milestones, actions, risks and dependencies across multiple workstreams. - Experience working in financial services, banking or another regulated environment. - Experience coordinating digital, technology or change delivery across cross-functional teams. - Experience maintaining RAID logs, action logs, milestone trackers and delivery dashboards. - Experience working with external suppliers or third-party delivery partners. - Experience organising workload, managing competing priorities and improving delivery visibility. - Experience supporting release readiness, UAT coordination or delivery assurance activities. - Experience working with online banking, automation, AI, digital channels or customer journey improvement. - Experience working within product-led, agile or hybrid delivery environments.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	 ✓ ✓	A/C A/C A/C A/C A/C A/C A/C A/C A/C
Qualifications - Degree (or equivalent experience) in a relevant field such as Digital Technology, Computer Science, Information Systems, or Business / Technology Management. - Relevant certifications desirable (e.g., Lean, Agile, AI governance, Power Platform)		✓ ✓	E E
Specialist Skills/ Ability/Knowledge - Strong delivery planning and coordination skills. - Ability to maintain accurate plans, action logs, RAID logs, milestone trackers and reporting dashboards. - Ability to manage dependencies and identify delivery blockers early. - Ability to work in ambiguity, make evidence-based decisions and drive alignment across teams. - Able to work across ambiguity and bring structure, clarity and momentum. - Experience improving delivery ways of working or implementing agile practices. - Knowledge of digital banking, automation or customer journey change.	✓ ✓ ✓ ✓ ✓	 ✓ ✓	A/C A/C A/C A/C
Communication Good written and verbal skills	✓		A/C

• Develops relationships team member, stake holders • Continually seeks opportunities to increase customer satisfaction & deepen internal relationships • Good facilitation and documentation experience • Able to deliver informative and well organised presentations • Ability to build and manage relationships with third party suppliers	✓ ✓ ✓ ✓ ✓		A/C A/C A/C A/C A/C
Personal Qualities • Gravitas / credibility • Self-starter / high level of motivation • Precise • Tenacious • Comfortable juggling various pieces of work at one time • Comfortable with ambiguity and has a flexible approach • Pushes creative thinking beyond the boundaries of existing practices	✓ ✓ ✓ ✓ ✓ ✓ ✓		EC EC EC EC EC EC EC
Prior to Appointment All posts: • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK FCA Approved Posts: • Standard DBS Check	 ✓ ✓ ✓ ✓ ✓ ✓ ✓		 R/E

✓ Tick either the *Essential* or *Desirable* column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment