IT delivery officer

Directorate
Operations

Team
IT

Reporting manager
Head of IT

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the directorate

The operations directorate provides professional support services for the organisation. Its role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals and achieving our vision. We do this through the development of commercial opportunities, legal compliance, finance, IT and facilities, business planning, people and organisational development, impact evaluation, insight gathering, innovation and strategy delivery.

The IT team is responsible for the development, management and maintenance of IT across all Breast Cancer Now offices. This includes the data centre, servers, printers, copiers, applications, telecoms, mobile communications, and IT security.

Job purpose

- Support the delivery of projects and change initiatives within IT, ensuring work is planned, coordinated and governed effectively

- Act as a bridge between business areas and IT, helping ensure needs are understood, appropriately prioritised and addressed

- Support the translation of organisational demand and business needs into clear requirements and deliverable outcomes

- Contribute to effective delivery governance through the maintenance of project documentation, reporting and controls
- Support backlog management and prioritisation activities to ensure IT work aligns with agreed priorities and capacity
- Work collaboratively with technology teams, suppliers and business stakeholders to support the successful delivery of IT initiatives

Key tasks and duties

- Support the delivery of IT projects and change initiatives, ensuring activities are planned, tracked, and reported effectively
- Maintain project governance, such as delivery plans, RAID logs and status reports
- Coordinate delivery activities across teams, suppliers, and business stakeholders
- Support agile and hybrid delivery activities such as planning sessions, stands ups and retrospectives
- Maintain and curate delivery backlogs, supporting prioritisation and refinement activities
- Build and maintain excellent working relationships with teams across the organisation to understand how technology can best support them
- Support IT demand management by maintaining a clear understanding of the organisation's services, emerging requirements and priorities
- Engage with stakeholders to gather, clarify and document requirements through discussions, workshops and service reviews
- Support the review of existing services and processes to identify improvement opportunities
- Capture business workflows, user requirements and functional needs to guide solution design and delivery
- Translate requirements into clear user stories, acceptance criteria, and supporting documentation
- Support continuous improvement by capturing feedback from users, feeding this into delivery and prioritisation activities
- Assist the development of business cases, options papers, and delivery proposals for IT initiatives
- Assist with testing and acceptance activities, including UAT coordination where required
- Plan and coordinate user training sessions to support successful adoption of IT services and changes
- Deliver training workshops, demonstrations, and hands-on sessions alongside engineering colleagues

- Assist with the development of training materials such as reference guides and step-by-step instructions for users
- Work collaboratively with IT support to assist with user support needs
- Undertake any other duties within the scope and remit of the role, as agreed with your manager
- Adopt a flexible approach in a changing environment and be prepared to travel throughout the UK and to work varying hours where needed
- Adhere to all Breast Cancer Now's policies and procedures
- Any other duties within the scope and remit of the role, as agreed with your manager

Person specification

Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience supporting the delivery of projects, change or improvement initiatives, or demonstrable transferable experience from another role	X	X
Experience working with stakeholders to gather, clarify and document requirements or user needs	X	X
Experience producing or maintaining delivery documentation such as plans, trackers, reports or similar	X	X
Experience supporting or delivering user training, workshops and demonstrations	X	X
Experience working collaboratively with technical and non-technical colleagues	X	X
Experience using Microsoft 365 collaboration tools such as sharepoint, teams and loop	X	
Familiarity with project management or tracking tools such as jira, trello, assana or similar	X	X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience working in an IT, digital, technology or service delivery team	X	
Experience supporting backlog management, prioritisation or demand management activities	X	
Experience assisting with user acceptance testing (UAT), service reviews or post-implementation feedback	X	
Relevant qualification or training in areas such as project management, business analysis or agile delivery	X	
Exposure to tools used for documenting requirements, workflows or processes such confluence, miro, visio or similar	X	

Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Excellent communication skills, with the ability to explain information clearly and appropriately to different audiences	X	X
Strong organisational skills, with the ability to manage multiple tasks and priorities effectively	X	X
Strong analytical skills, with the ability to understand problems, capture information accurately and identify key themes	X	X
Strong ability to build and maintain effective working relationships across the organisation	X	X
A collaborative, supportive approach to working with colleagues and stakeholders	X	X
A proactive and flexible mindset, with the ability to adapt to change and learn new skills	X	X

Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Awareness of delivery concepts such as planning, tracking progress, managing risks or dependencies	X	X
Awareness of agile or hybrid delivery methodologies	X	X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
An understanding of how IT or digital services support organisational operations and users	X	
Knowledge of common business analysis techniques such as requirements gathering, process mapping or user stories	X	
Awareness of IT service environments, such as service support, change and continuous improvement	X	

Awareness of data protection, information security or good practice when handling data	X	

Role information

Key internal working relationships

You'll work closely with the following:

- IT team
- Digital & data department
- All other directorates and teams across the organisation

Key external working relationships

You'll work closely with the following:

- A portfolio of IT suppliers, vendors and managed service providers

General information

Role location and our hybrid working model	This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in: 6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)
Induction	It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.
Conflict of interests	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests

	or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.
Our commitment to equity, diversity and inclusion	We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated February 2026

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