



University of
East London

Pioneering Futures since 1898



Your job title:

Technical Web Manager
(Maternity Cover)



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We're delighted that you're considering joining us on our journey to deliver *Vision 2028*.

Think all employers are the same? Think Again.

At the University of East London, we're not just another employer. We're a careers-first, values-driven institution with a bold mission to tackle inequality and prepare for the future. Together, we're building a truly inclusive and future-ready university, one that empowers our students and communities to make a lasting impact.

With a proud 125-year heritage, we've always looked forward, not back. Through Vision 2028, our 10-year strategic plan, we're investing in cutting-edge learning spaces, digital innovation, and exceptional people like you.





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We are UEL

Our *institution*

The University of East London is a careers-first university. We prepare our students for the jobs of the future and have been doing this proudly for 125 years.

40,000 students represent over 160 different nationalities from across the globe.

1,800+ colleagues who help us realise Vision 2028, our strategic plan.

5 schools changing the face of education to match the ongoing fundamental shift in working cultures.

Our *difference*

1st in London for Student Experience (National Student Survey 2024).

3rd in London for Teaching Satisfaction (Guardian University Guide 2025).

1st in the UK for addressing inequalities and 2nd in the world (the Times Higher Education Global Impact Ranking, 2020).

92% of our research is recognised as world-leading, internationally excellent, or internationally recognised (REF 2021).

Our *transformation*

We're in the midst of an ambitious transformation under our Vision 2028 strategy, evolving from a traditional university into a careers-first, innovation-driven institution. As England's fastest-rising university for career success, we've embedded employability and enterprise at the heart of learning and now rank second in the UK for student entrepreneurship. Our research and enterprise activity now contributes more than £1 billion annually to the UK economy, with graduate-led business survival rates soaring by over 1000% in recent years.

We're redefining how students and staff experience university life by actively evolving, combining social inclusion, innovation, and real-world impact. The role you're applying for will play a key part in shaping the next chapter of that journey.



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Working at the University of East London

At the University of East London, we foster a professional, positive, and inclusive work environment built on shared values of Passion, Inclusion, and Courage. Our culture is collaborative and innovative, empowering staff to think differently, make an impact, and contribute to our ambitious Vision 2028 strategy. We are proud to be one of the most diverse universities in the UK, with a strong commitment to staff wellbeing, flexible working, and creating spaces that encourage creativity and growth.

We offer a comprehensive and competitive benefits package through our unique Total Reward Deal, which goes beyond salary to include progressive policies on annual leave, health and wellbeing, career development, and flexible working. Our goal is to ensure every colleague feels valued, supported, and equipped to succeed.

By joining UEL, you'll be part of a dynamic community that shares success, invests in people, and strives to make a real difference in the lives of our students and the communities we serve.

Our *Values*

Passion

We bring energy, pride, and purpose to everything we do. We care deeply about our work, the people we serve, and the impact we make – and we always strive to be better.

Inclusion

We create an environment where everyone belongs, feels respected, and can contribute fully. Our differences make us better, and fairness guides how we treat one another.

Courage

We act with integrity and confidence, even when it's difficult. We challenge ourselves to improve, embrace change, and do what's right to build a better future.



Job Description

Technical Web Manager

Service:	External Relations Directorate
Grade:	F
Location:	Docklands
Reporting to:	Web Product Manager
Line management for:	None
Key internal relationships	IT department including security, Digital Content Manager, Digital Content Editors, UX Designers, Accessibility Specialist, UEL Staff and students
Key external relationships	Web platform provider, External Organisations /Partners as required
Contract type and hours	Maternity Cover, 35 hours per week (Full time)

BRIEF OVERVIEW OF EXTERNAL RELATIONS DIRECTORATE

We have built an integrated multi-award-winning External Relations Directorate that has brought together several teams including Brand & Marketing, Communications & Public Relations, Corporate Engagement & Advancement, Student Recruitment & Conversion (home and international), Admissions, Outreach & Access, and Design and Digital.

We are looking for leaders who will be part of embedding an innovative practice and a digital first mindset within our External Relations Directorate. We seek individuals who not only enjoy working in an agile environment but also demonstrate a willingness to embrace new technology and transformational change. Together, we aim to cultivate a culture of 'continuous next', staying updated with emerging technologies and best practice across the sector.

JOB PURPOSE

The Technical Web Manager is the interface between the cloud web platform provider and our internal teams and our offshore development agency. They are responsible for ensuring the web application development life cycle is followed. They are responsible for the smooth running of the development process and logging and fixing issues. This role ensures JIRA tickets (bugs) are logged, added to releases and prioritised accordingly. This role is semi- technical although is not involved in any actual web development work. They are a bridge between the technical and non-technical teams but need to have an excellent grasp of agile methodology, ITIL, enterprise levels CMS's (preferably Acquia Drupal) and JIRA and Cloud technology.

KEY DUTIES AND RESPONSIBILITIES

Website management

- Does comprehensive UAT of complex/technical tickets and ensures they are signed off ready for deployment
- Deals with incoming tickets /queries and ensures services levels are met
- Troubleshoots and logs bugs in JIRA
- Owns the bugs channel and proactively looks to resolve queries before they become more complex issues
- Supports content team with complex CMS queries and acts as a super user and second line support for these
- Supports and is advocate of agile process
- Keeps Keeper passwords up to date
- Supports backlog grooming sessions and can help prioritise technical tickets
- Works with developers to keep release notes for each deployment
- Ensures release notes and deployments are signed off ready to go and stored in the relevant folders
- Work with security team/Acquia to ensure any security tests can be undertaken on annual basis
- Training new starters on complex CMS issues and supporting with training on new functionality as required
- Updates and owns the web wiki

Platform management

- The technical support for the relationship with Acquia the platform provider, attends and leads monthly calls
- The technical liaison for the offshore development agency, attends daily calls, contributes to backlog planning sessions and other meetings as needed
- Supports the Product Manager with release planning and running the backlog helping prioritise technical requirements

- Works with developers and Acquia to improve speed and performance of website and works with business to ensure new development doesn't impact negatively on-site performance
- Oversees APIS and integrations once delivered to ensure they continue to function - reporting when they are not
- Liaises with platform provider on disaster recovery and alerts
- Liaises with IT on Security issues/requirements and security certificate renewals in good time
- Owns permissions – knows how they work and liaises with IT as required on the SSO integration
- Admin access to all web tools

JIRA

- Manages the web Change Request process for deployments, ensures the process is followed
- Manages changes in JIRA in conjunction with the offshore development agency and runs queries as required
- Liaises with rest of IT as needed
- Familiar with disaster recovery process – point of contact for our platform provider and internal teams

The duties and responsibilities outlined provide a general overview of the range of tasks that this role may be required to perform; however, it isn't exhaustive. You may occasionally be asked to take on other duties in line with your grade as we continue to grow and evolve.

We're proud of our diverse and inclusive community, and we ask all colleagues to uphold all UEL policies and regulations. Employees should actively demonstrate our values and contribute to UEL's positive, forward-looking culture.

PERSON SPECIFICATION

The University's Core [Values](#) are **Passion, Inclusion, and Courage**, and they are at the root of everything we do, and everyone in our community is expected to demonstrate them.

At the University of East London, our [values](#) of Passion, Inclusion, and Courage guide our actions, from strategic decisions to day-to-day interactions with students and each other. Our values are rooted in our history, heritage, and character, and they help to ensure the University is a rewarding, welcoming, and inspiring place to work.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

Category	Essential Criteria	Desirable Criteria
Education & Qualifications	- Degree in Computer Science or similar. - Project or agile/ITIL experience/qualification/certification (such as SCRUM).	
Experience & Knowledge	- Expert using project tools such as JIRA or similar. - Knowledge of Cloud hosting and regular activities required. - In depth knowledge of web CMSs, permissions models, workflows. - Some knowledge of Google tools, Google maps API. - Experience of overseeing a managed IT service (Planning & Organising). - Experience of working on an enterprise level website and working with a team across functions and time zones (Liaison & Networking). - Experience of complex user acceptance testing. (Service Delivery) - Experience of bug troubleshooting (Service Delivery) - Some knowledge and experience of web accessibility principles and tools.	Experience of overseeing and updating a wiki/documentation

Skills & Abilities	• Uses initiative - able to own and solve complex problems. • Excellent attention to detail.	
Other Competencies	• Understanding of equal opportunities issues within a diverse and multicultural environment.	

FURTHER INFORMATION

UEL is an inclusive equal opportunities employer and is proud of our Equality, Diversity and Inclusivity achievements. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

DISCLOSURE AND BARRING SERVICE (DBS)

Some roles at UEL may require a Disclosure and Barring Service (DBS) check under the Rehabilitation of Offenders Act (Exceptions Order) 1975. Where this applies, candidates will be informed during the recruitment process.

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Join us on our *journey*

