

Project Manager

Purpose of the team

How much you achieve in life should not be determined by how much your parents earn. Yet in the UK, it too often is. We are an education charity that works with like-minded people and organisations towards a day where every child has the education they are entitled to. We train people with leadership potential to be inspirational teachers in schools in low-income communities across the country. These leaders go on to work in schools and other sectors of society towards our vision: a future where no child's educational success is limited by their socio-economic background. For more information on the work we do and which regions we operate in, please visit www.teachfirst.org.uk.

The Charity has ambitious plans for growth to achieve the goal of ending educational disadvantage and Technology plays a vital role in the success of the Charity. Technology partners with employees across the charity to ensure we leverage the power of technology by providing creative solutions, responsive services and reliable access to an enabling infrastructure. Building on the last three years of significant investment in our Technology infrastructure and foundations we are now entering a new exciting phase. We have committed to a three-year digital programme which will transform our external facing systems and our core business processes. By doing this we will dramatically improve the digital experience for our core customers and accelerate our progress towards the charity's goals.

Purpose of the role

Transforming our Customer Relationship Management Systems is a core part of the digital programme. The new role of Project Manager - CRM Transformation is to provide appropriate oversight and governance to ensure that the CRM Transformation programme successfully delivers its project benefits on budget and in a timely manner. The role will have a wide-reaching responsibility for managing workstreams across all business areas, not just technology. This is an exciting role which will directly contribute to the charity accelerating towards achieving its goals in an efficient and effective manner.

Your responsibilities include:

Project Management of the CRM Transformation project and the successful delivery of all its business and technical workstreams, including:

- Overseeing business process transformation, including discovery and documentation, process transformation for efficiency and improved customer experience, implementation of process tools, standardisation of process methodology, implementation of new processes and business training
 - Overseeing the implementation of new Salesforce, including discovery, planning and implementation of new system, migration, data architecture design, data glossary creation, implementation of new features, automation, workflow, training and data security
 - Overseeing the implementation of new MI reporting tools, including evaluation and selection of tool, implementation of new system, training and setup of dashboards
 - Effective management of business workstreams, such as communication, training, testing, documentation, guidance and CRM best practice
 - Working closely with Director of Technology, Head of CRM transformation, Head of Customer Experience, Head of Delivery effectiveness, Research, Strategy and Evaluation
 - Risk management and issue mitigation
 - Detailed project reporting and executive reporting for Exco/Trustees
 - Responsible for coordinating and organising governance
 - The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need

Person Specification

Essential:

- Expert managing projects throughout the project lifecycle, particularly business-led projects with many interrelated tasks, substantial budgets and multiple stakeholders
- Use confidence and creative thinking to drive for clarity, common understanding and agreement among your colleagues

TeachFirst

- Considerable experience liaising and communicating effectively with business stakeholders on project risks, progress and milestones
- Proven ability to effectively work as part of a team
- Experience of a range of project methodologies include agile and waterfall
- Expert at reporting at both detailed and senior levels

Desirable:

- Experience of managing CRM and Management Information transformations
- Experience of business process transformations
- Salesforce implementation experience
- Management Information implementation experience, including Power BI or other management information aggregation and reporting tools

All our employees are expected to model [our values](#) and help others to do so.

Salary & Contract

£40,544 + excellent benefits

Three-year fixed term contract

Location

Teach First National Office, 6 Mitre Passage, London, SE10 0ER

Benefits

Teach First's core benefits include 27 days holiday per annum (3 of which must be taken during the one week holiday shutdown period between Christmas Day and New Year's Day), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

How to apply

Please submit a CV and covering letter to Careers@teachfirst.org.uk