Project Manager – CRM Transformation

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

As a project manager you will provide appropriate oversight and governance to ensure that the CRM Transformation project 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.

What you do

At this level you will:

- Work closely with and manage workstream activities across the business
- Be a key member of a team of project managers of Customer Experience Transformation projects. Your role will be in the Strategy, Research and Performance directorate
- Monitor the project budget, control governance and meet reporting needs

Your responsibilities include:

- Project management of the CRM transformation project to ensure the successful delivery of all its business and technical workstreams which will include:
    - 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
  - o 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
  - o Implementation of new Management Information 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

You're good at

Essential:

Project Management:

- Expert in managing projects throughout the project lifecycle and with many interrelated tasks, substantial budgets and multiple stakeholders
- Experience of a range of project methodologies include agile and waterfall
- Expert at reporting at both detailed and senior levels

Influencing and stakeholder management:

- 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
- Ability to use confidence and creative thinking to drive for clarity, common understanding and agreement among your colleagues

Strategic thinking and problem thinking:

- Ability to identify creative solutions to emerging problems and anticipate future challenges before they arise.

Change management:

- Experience of supporting an organisation during change, particularly change associated with IT systems implementation

Desired:

CRM and salesforce:

- Experience of managing the IT elements of large / complex business-led projects
- Experience of managing CRM transformations
- Experience of business process transformations
- Salesforce implementation experience
- Management Information implementation experience, including Power BI or other management information aggregation and reporting tools