Job Title: CRM Project Manager	Direction and guidance from: Chief Information Officer	Primarily reports to: Chief Information Officer
	Links to: Chief Operating Officer Director of Fundraising Director of Finance	

Role Summary:

The primary focus of CRM Project Manager role will be the project management and succesful implementation of CRM systems that are to replace the current Fundraising and later the Finance systems and are therefore vital to the delivery of the Charity's objectives. The successful candidate will take the lead and manage all aspects of project scoping, planning, delivery, support, functional, technical and training, and be the main point of engagement. Projects will involve development across multiple cross-functional systems and will require interfacing with and managing third parties, delivering several key project outputs simultaneously spanning multiple teams and business areas. Effective engagement with key stakeholders will be a crucial part of the role as you will manage scope, prioritisation, budget, timelines, communications, and resources to deliver project outputs and outcome.

Key Responsibilities

- **Project Planning:** Lead multi-phased, cross functional projects and associated planning effort, including the formulation of requirement documentation, delivery of overall design with 3rd party implementation partner, build and test effort, integration with online platforms and legacy systems; all working in conjunction with project stakeholders and the wider organisation.
- **Project Directing:** Lead on the development and tracking plans for managing project scope, schedule, and costs, issues and risks to ensure that the project is within approved tolerances. Provide regular and milestone updates to the Project Board and Senior Management Board whilst requesting approval for next phases.
- **Project Communications & Stakeholder Management:** Working with the Project Board, agree an effective plan for communicating project information to the stakeholders.
- **Project Risk and Issue Management:** Monitor work stream activities for the occurrence of risks and take timely action to mitigate the risk. Recommend Project Board, stakeholders, and senior management of actions necessary or completed. Provide effective resolution of issues, recommending the most appropriate courses of action, providing strategic direction and, when needed, reallocating resources.
- **Resource Management:** Working with the 3rd party implementation partner, oversee workstreams teams consisting of solution architects, business analysts and various other technical specialists. Ensure that adequate resources are available for planned discovery, build, implementation, testing, on-boarding and user training. Additionally, workwith various 3rd party online platform vendors to enable API integration where applicable.
- **Budgetary & Cost Control:** Maintain clear and transparent cost control across all areas of the project, delivering regular forecast/spend against budget projection during milestone or exception update meetings.

- **Change Management:** Develop, deploy and maintain change management register to ensure that the project stays on track for delivery and to prevent scope creep.
- **Full software development and implementation lifecycle:** Lead through end-to-end fully software development life-cycle (SDLC) and have over a live fully supported system, accepted by the business stakeholders
- **Project Outputs and Outcomes:** Ensure that all desired project outputs have been delivered towards the end of each phase and end of project. This will include CRM configuration, user guides,

Skills & Experience
Required
- Prince2 or PMP accreditation highly desirable.
- Proven successful project management experienced in managing cross functional CRM projects.
- A minimum of 5-year Project Manager experience.
- Ability to operate independently and take accountability.
- Excellent communication skills.
- Resilient under pressure.

Desirable
- Experience of project management tools such as Monday.com.
- Good understanding of Agile, Scrum or equivalent software development methodologies.
- Good understanding of API (Application Programming Interface).
- Knowledge and understanding of Salesforce or an equivalent CRM system.
- Knowledge and understanding of Finance and MIS system.
- Result oriented and able to manage competing priorities.
- Must be willing to work outside of core hours and at weekends when necessary.

Authorised by:

Date:

Name:	Signature:	Date: