**Project Manager - CRM**

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| **Job purpose: To provide highly skilled project management skills and expertise to ensure the effective collection and analysis of requirements, procurement of and deployment of a new strategic CRM solution for the Law Society.** |

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| **Key Accountabilities** |
| * Lead and manage the strategic CRM project, ensuring successful end-to-end delivery in terms of time, cost, quality and benefits.
* Ensure the effective collection and analysis of detailed requirements, including coaching and challenging of stakeholders and methodologies.
* Complete a review of requirements to establish recommendations for plans and roadmap for the deployment of both the existing and new CRM solutions, and subsequent transition into the new solution.
* Conduct an effective procurement exercise to retain then establish the new CRM solution, including working with Sourcing colleagues and third parties within the tender process within agreed methodologies.
* Develop relationships with project sponsors, stakeholders and third-party suppliers to influence and shape project scope to deliver maximum benefit to the organisation, ensuring alignment on scope, deliverables and measures of success, and updating stakeholders regularly on progress.
* Build and manage a multidisciplinary team, guiding them to produce timely work of a high standard, developing team members and their performance and managing conflict to support delivery of successful projects.
* Identify and use innovative methods and approaches to resolving project and business issues.
* Apply the agreed project management standards, processes and tools to ensure a methodical and consistent approach, including assumptions, risk and issue registers, dependency and lessons learned logs, stakeholder communication plans, change registers, programme and project plans, and stage and financial control documents.
* Manage project budgets and resources effectively to deliver value.
* Facilitate and document lessons learned reviews for delivered projects and make recommendations in order to drive continuous improvement.
* Deliver project documents to the required quality (clear, concise, complete, accurate, well written and with all relevant stakeholders demonstrably engaged), using approved guidelines and templates.
* Complete project/programme status reporting in line with agreed standards, ensuring transparency and consistency across the portfolio.
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| **Knowledge, Skills & Experience** | **Planning & Organising** |
| **Essential** * Extensive proven experience in leading business change and IT projects within complex IT infrastructures.
* Significant experience of managing complex CRM projects with budgets over £1m
* Experience of CRM system deployment and configuration, including MS Dynamics
* Data/information lifecycle experience and knowledge.
* Integration/interface delivery experience.
* Project management qualification or equivalent experience, in particular Agile
* Experience of managing matrix teams including third party suppliers.
* Strong stakeholder management skills including third party suppliers
* Strong coaching, influencing, negotiating and interpersonal skills.
* Knowledge of MS Office suite to a minimum intermediate level including MS Project and MS Visio.
* Experience of using industry standard methods, techniques and business change tools, e.g. BPMN, UML/Use Cases.

**Desirable*** eCommerce project delivery experience.
* Single sign-on implementation knowledge/experience.
* Six Sigma qualification or equivalent.
 | * Self-starter with ability to work under own initiative.
* Planning and organising own work as well as the work of the project team.
* Managing effectively several projects/workstreams and stakeholders with competing deadlines, priorities and interests.
* Highly collaborative, integrating and aligning plans with a broad range of internal and external functions.
* Being flexible as projects and priorities change.
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| **Dimensions** |
| * Managing a project team of at least 3 people.
* Based in London, occasional travel to other Law Society sites may be required.
* Flexibility is essential to meet committed project deadlines.
* Full time, 2 year contract role, reporting to the Business Improvement & CRM Manager.
* Primary relationships with Business Services Architect, Digital teams, CRM analysts, business analysts and data architect
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