

# Project Manager - CRM

**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.

Key Accountabilities	
<ul style="list-style-type: none"> <li>Lead and manage the strategic CRM project, ensuring successful end-to-end delivery in terms of time, cost, quality and benefits.</li> <li>Ensure the effective collection and analysis of detailed requirements, including coaching and challenging of stakeholders and methodologies.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>Identify and use innovative methods and approaches to resolving project and business issues.</li> <li>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.</li> <li>Manage project budgets and resources effectively to deliver value.</li> <li>Facilitate and document lessons learned reviews for delivered projects and make recommendations in order to drive continuous improvement.</li> <li>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.</li> <li>Complete project/programme status reporting in line with agreed standards, ensuring transparency and consistency across the portfolio.</li> </ul>	
Knowledge, Skills & Experience	Planning & Organising
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Extensive proven experience in leading business change and IT projects within complex IT infrastructures.</li> <li>Significant experience of managing complex CRM projects with budgets over £1m</li> <li>Experience of CRM system deployment and configuration, including MS Dynamics</li> <li>Data/information lifecycle experience and knowledge.</li> <li>Integration/interface delivery experience.</li> <li>Project management qualification or equivalent experience, in particular Agile</li> <li>Experience of managing matrix teams including third party suppliers.</li> <li>Strong stakeholder management skills including third party suppliers</li> <li>Strong coaching, influencing, negotiating and interpersonal skills.</li> <li>Knowledge of MS Office suite to a minimum intermediate level including MS Project and MS Visio.</li> <li>Experience of using industry standard methods, techniques and business change tools, e.g. BPMN, UML/Use Cases.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>eCommerce project delivery experience.</li> </ul>	<ul style="list-style-type: none"> <li>Self-starter with ability to work under own initiative.</li> <li>Planning and organising own work as well as the work of the project team.</li> <li>Managing effectively several projects/workstreams and stakeholders with competing deadlines, priorities and interests.</li> <li>Highly collaborative, integrating and aligning plans with a broad range of internal and external functions.</li> <li>Being flexible as projects and priorities change.</li> </ul>

- Single sign-on implementation knowledge/experience.
- Six Sigma qualification or equivalent.

#### 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