

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

- 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.

Knowledge, Skills & Experience

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.

Planning & Organising

- 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.

<ul style="list-style-type: none"> • Single sign-on implementation knowledge/experience. • Six Sigma qualification or equivalent. 	
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Dimensions

<ul style="list-style-type: none"> • 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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