**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. | |
| **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. |
| **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 | |