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| **TITLE:** Senior Project Manager – Global Shared Services for CRM  |
| **TEAM/PROGRAMME:** SCI Transformation Delivery – Shared Services for CRM | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide |
| **GRADE**: B. Mid-Senior Level | **CONTRACT LENGTH:** Permanent  |
| **CHILD SAFEGUARDING:** Level 2: *either* the role holder will have access to personal data about children and/or young people as part of their work; *or* they will be working in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore, a police check will be required (at ‘standard’ level in the UK or equivalent in other countries). |
| **ROLE PURPOSE:** The Senior Project Manager for the Shared Services for CRM Project sits within the Project and Change Management Team that is part of the Transformation Delivery Department within Save the Children International. This team is responsible for managing the change management activities and deployment of projects into 60 Country and Regional offices and 29 Member organisations. We support different types of Transformation Projects and Programmes relating to Business Process, Organisation and System changes. In Save the Children, we currently have a diverse landscape of Customer Relationship Management (CRM) platforms in use. With this project, we are looking to implement a Core CRM solution via Salesforce with a set of Global Shared Services for the benefit of our global movement. We will place an immediate focus on clusters of member countries that are using Salesforce CRM platforms, alongside member countries who are in the process of implementation projects, but acting independently. Through delivery of this project, we aim to streamline and offer a standardised core CRM solution, accessible across our movement. We will look to offer a variety of Shared Services for CRM to help members maximise their ability to interact with their donors and to enhance our global fundraising capabilities while promoting collaboration and harmonisation between parallel implementation projects. It is a complex project, with a high level of visibility and will require senior level engagement with stakeholders from across the movement. Having recently completed a feasibility assessment to understand the impact and options to move forwards we will move forward to selecting an implementing partner to progress design, development and implementation of a proof of concept solution via Salesforce and Shared Service operating model within 2023. It will be critical to ensure a robust plan is established both in terms of delivering the proof of concept and to indicate expected timelines for the later phases of the project. This role will be responsible for the planning, preparation and deployment of Shared Services for CRM and its associated business processes into the Save the Children Association. You will work collaboratively with an implementing partner and play a key role in establishing an Agile approach to project delivery within a traditionally Waterfall environment with established methodology and processes. This is a key initiative for SCA and will be key to drive greater efficiencies. The role holder will be responsible for establishing and maintaining the required project and portfolio management reporting including risk and issues logs, dependencies, status updates etc. In addition, they will manage the Project Management deliverables as part of the defined Save the Children Project Lifecycle examples including the Project and Assurance Plan. The role will also be required to work closely with the Business Analyst, Member Project Teams, Change teams and External Vendors. The senior project manager will work with the Comms and Change Manager to manage the relationship with the Member offices and work with an international team of IT staff and subject matter experts to drive the deployment forward. |
| **SCOPE OF ROLE:** **Reports to:** Project Lead (Dotted line to Head of Change Delivery) **Staff reporting to this post:** Nonedirectly, but the role will need to lead project staff through a matrix team structure and manage project delivery through both onshore and offshore resources including vendors.**Budget Responsibilities:** Whilst this role does not own the budget it is accountable for ensuring that spending is within the agreed project budget and that any deviations from forecast are managed and escalated**Role Dimensions**: The Senior Project management aspects of the role are fairly industry-standard, but should include the ability to lead large projects across international, multi-phase deployments using Waterfall and Agile methodologies. A deep understanding of technology delivery and appreciation for change and deployment methodologies is needed. The role will require significant stakeholder management skills, specifically with senior leadership of our Members.**Travel**: this role may require travel to other countries |
| **KEY AREAS OF ACCOUNTABILITY:** **Delivery*** Full Project Management accountability for the Global CRM Project, ensuring a successful, on time and on budget delivery to allocated Member offices.
* Manage the project in compliance with the project lifecycle methodology within a PMO framework including navigation of stage gates and securing design board approvals
* Establish a hybrid Agile / Waterfall approach to project delivery, in line with practices in place via implementing partner
* Establish and manage a realistic and committed plan for the project, taking into consideration business deadlines, dependencies, resources, and costs
* Drive the project to a regular beat: monitor workstream activity, manage adherence to plan and help team members resolve obstacles to delivery
* Provide regular status reports on plan, finances, resources, risks and issues in line with guidelines set out by the Portfolio Management Team
* Proactively identify and manage project risks and issues, driving actions to mitigate or resolve
* Maintain accurate documentation in line with project lifecycle
* Oversee final quality assurance on project, reviewing accuracy of output and compliance to the requirements
* Manage project governance, including a Management Review Group (MRG) with required stakeholders
* Implement best practices and procedures in project management
* Manage communication channels with stakeholders in geographically disperse locations
* Ensure that projects are aligned with strategic goals and are supported by sound business
* Lead engagements with Member sponsor and project leads to ensure timely delivery of activities and milestones in the plan.

**Team Management*** Support the team with issue escalations and engagement of senior leaders within SCI.
* Support team wellbeing and ensure high team engagement.
* Support the team in their engagement with Members and SCI IT and Business
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| **SKILLS AND BEHAVIOURS (SCI Values in Practice**) **Accountability:*** holds self-accountable for smoothening the implementation and consolidation of project solutions by challenging the requirements and design
* holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds functional work stream leads and IT colleagues to account for delivery against the plan

**Ambition:*** translates the ambitious and challenging goals for SCI projects in proactive action to avoid work or complications in a later stage, engages and encourages all relevant stakeholders, takes responsibility for their own personal development in this respect
* widely shares their personal vision for Save the Children, engages and motivates others
* future orientated, thinks strategically and on a global scale

**Collaboration:*** builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
* values diversity, sees it as a source of competitive strength
* approachable, good listener, easy to talk to.

**Creativity:*** develops and encourages new and innovative solutions
* willing to take disciplined risks.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity.
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| **QUALIFICATIONS** * Educated to Degree level or equivalent work experience
* Preferable: PRINCE2 (Foundation and/or Practitioner), Scrum Master, Agile PM
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| **EXPERIENCE AND SKILLS****Essential*** Previous experience of delivering projects focused on the transformation journey of a Customer Relationship Platform for a global organisation
* Extensive track record of successfully managing projects and programmes with multi-location roll outs and accountability for both technology configuration and deployment, integration, business process, change and infrastructure activities
* Experience in establishing and embedding Agile methodology to deliver successful projects
* Demonstrable experience and in-depth knowledge of programme and projects practices and standards (SCRUM, and others like Prince2, etc.)
* Proficient demonstrable skills in managing and reporting on a project in compliance with a project delivery methodology in conjunction with a PMO function
* Proven ability to deliver projects on time / on budget, using project management processes and tools including risk management, benefits management, financial management and quality assurance
* Strong understanding of scope and change management
* Comprehensive management and influencing skills with experience of working with senior level executives
* Ability to resolve issues swiftly and decisively whilst safeguarding standards and procedures
* Strong team leadership with the ability to motivate and mobilise individuals outside their reporting line
* Strong business requirements collection, and process/workflow analysis skills including understanding of traceability
* Excellent communication skills (written & oral English), including the ability to communicate and present to all levels of the organisation
* Able to demonstrate instances of initiatives that have delivered organisational benefits
* Cultural awareness required for international delivery
* Experience in managing offshore project team members
* Advanced analytical and problem solving skills
* Intellectual curiosity and the ability to question thought partners across functional areas
* Ability to effectively prioritise work and agree and communicate priorities within the team
* Demonstrates a strong work ethic and able to take the initiative and ownership to deliver value to the business

**Desirable**:* Project delivery experience relating to Salesforce CRM
* Non-profit sector knowledge/experience
* Proven experience of using and leading change management activities including change impact assessment, stakeholder management, managing resistance, building change capacity, designing and defining roles and responsibilities.
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| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. |
| **Equal Opportunities** The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **Health and Safety**The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by: Kellie Morgan** | **Date:** 13th February 2023 |
| **JD agreed by:** | **Date:** |
| **Updated By:**  | **Date:** |
| **Evaluated:** | **Date:** |