

Role Profile: CRM Project - Workstream Lead Fundraising Operations



About the Role

**Hours: 37.5 per
week Monday-
Friday.**

Key Responsibilities

- Work within the Fundraising Operations team to Support their BAU work responsibilities
- Work with Internal Fundraising Directorate colleagues, CRM Project Group and Implementation Partner to review, develop & optimize Fundraising Operational processes for transition into the New Salesforce CRM system.
- Work with Key Project Group members to:
 - Represent and guide Fundraising operations process in Project discovery phase sessions
 - Review & Confirm proposed New Fundraising Operations processing solutions
 - Develop new CRM User Training guides and process documentation
 - Validate, test and sign off data during data migration Phase
 - Report & follow-up up to resolution, process design errors and bugs
 - Build process Test scripts to validate, test and Sign off new Fundraising CRM Operational Processes.
- Build positive collaborative working relationships with internal and external stakeholders to support and develop Fundraising & Campaigns data processes
- Contribute to our vision of a world where people with a learning disability are valued equally, listened to and included
- Undertake any other reasonable duties as required.

Role Profile: CRM Project - Workstream Lead Fundraising Operations



About you

An experienced Data Systems Specialist or CRM Database Manager who wants to join a vibrant and dynamic team that is passionate about making the UK the best place to live for people with a learning disability.

What you will do

- Work within the Fundraising Operations team to assist with their Business-as-usual ALMS CRM database management Tasks
- Work alongside key CRM Project Group members, to lead the review, definition and transition of Fundraising database Operational systems and processes into the New Salesforce CRM System.
- Act as the key Fundraising Operations team resource to progress the CRM project through each key phase from Discovery to Go-live.
- Bring exceptional knowledge and experience of ALMS. Net CRM Fundraising processes. The ability understand and interrogate new CRM operational processes to ensure they are fit for purpose and future proof.

What you will bring

- Proactive, problem solver with a solutions-based attitude
- Analytical, process driven mindset, with strong attention to detail
- Excellent communication and interpersonal skills
- Ability to manage conflicting priorities and deadlines
- Strong numeracy and data manipulation skills
- Proficiency in MS Office applications
- Knowledge of ALMS.Net or Salesforce SalesCloud (NPSP)

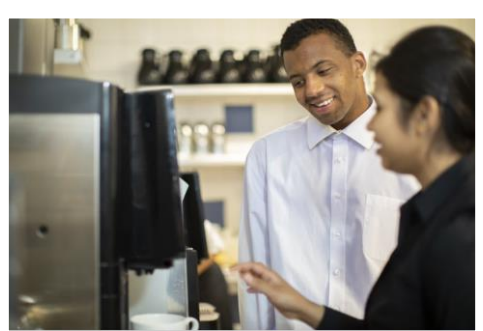
Your experience

Essential:

- Administering a Charity based CRM Systems (ideally ALMS.NET)
- Developing process testing scripts
- Developing data process design Maps and User Training documentation
- Delivering end user system training
- Developing Data Reports & Dashboards

Desirable:

- Knowledge of Salesforce Ecosystem
- A Leading Project role in a Large-Scale CRM Database Migration Project
- Knowledge of fundraising regulatory requirements (HMRC, GDPR, ICO, FSB)



More information about the role

Job Title: CRM Project Workstream Lead

Report to: Fundraising Operations Lead

Line reports: NA

Department: Fundraising

Location: London office minimum 2 days a week) with home working
On occasion the post holder may be required to travel across the UK and overnight stays may be required. Flexible approach to working hours/days occasionally required to work weekends and attend evening events and meetings.

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

What will Mencap give you

- 24 days annual leave + all UK Bank Holidays
- Amazing benefits + pension
- Full support in the role and training
- Flexible working options

How to apply

Please apply with your up-to-date CV and response to the following questions (Max 300 words per answer).

1. Why do you want to work for Mencap?
2. Please detail your experience/involvement of a CRM implementation project?
3. Please give an example of a data management process you developed, the steps you went through to implement and the benefits it delivered?

Who you can expect to work with

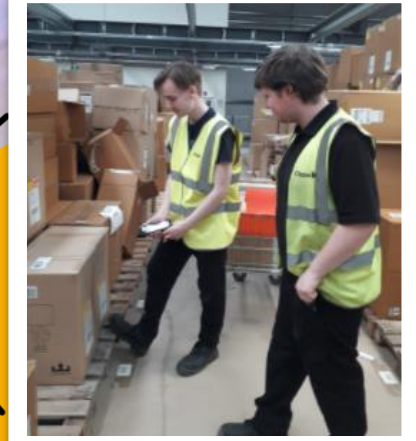
Colleagues with a learning disability

Fundraising Teams

Finance, L&D, and HR Business Partners

Data and Insight Teams

Other teams across Mencap



Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will have a genuine passion for writing great cases for support.

We are **Inclusive** of everyone

You will advocate for inclusion, work collaboratively and be a positive role model for others.

We are **Brave** we challenge and try new things

You will use your role to write compelling narratives for social change which innovate and push boundaries.

We are **Positive** in our work and with each other

You will share stories about how our supporters are making a difference.

We are **Kind** to everyone

You will be kind, supportive and encouraging to everyone you interact with.