

Job Title:	CRM Project Manager
Department:	ICT
Location:	London
Reports to:	ICT Manager
Line Management responsibility:	Dynamics 365 Developer
Budgetary Responsibility:	None
Child Safeguarding level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

Job Purpose:

The CRM Project Manager will oversee the successful implementation and enhancement of the organisation's Customer Relationship Management (CRM) system, ensuring alignment with organisational objectives.

This role encompasses the management of additional systems like Business Central post-CRM project delivery, and includes technical oversight, troubleshooting and integration management.

The position involves supervising an overseas developer and ensuring effective collaboration across departments to deliver projects on time and budget.

Key Accountabilities:

1. Lead and manage end-to-end CRM implementation and enhancement projects, ensuring timely and within-budget delivery.
2. Manage additional systems such as Business Central, ensuring seamless integration and coherence with existing processes.
3. Provide guidance and troubleshooting for CRM, ensuring optimal performance and security.
4. Oversee the work of an overseas developer, ensuring alignment with project goals and timely task completion.
5. Maintain effective communication with all project stakeholders, providing regular updates on project status, risks, and issues.

Operational:

6. Develop detailed project plans, including timelines, budgets, resource allocation, and risk management strategies.
7. Ensure quality assurance and user acceptance testing (UAT) are completed successfully for all projects.

8. Work closely with the IT team to ensure all systems are secure, up-to-date, and performing optimally.
9. Identify and resolve technical issues related to CRM and other integrated systems efficiently.

Leadership and Management:

10. Collaborate with cross-functional teams, including ICT, Fundraising, International Programmes, and Support Services, to gather requirements and ensure alignment with organisational objectives.
11. Provide clear guidance, support, and feedback to the overseas developer to ensure project tasks are completed effectively and efficiently.
12. Identify and mitigate project risks and issues, ensuring project objectives are achieved.
13. Promote continuous improvement in project management practices and methodologies, and train team members in the use of new systems and processes.
14. Attend Leadership Team (LT) meetings when required to provide updates on project status, risks, and issues, contributing to strategic decision-making.

Other:

15. To ensure all records are maintained and stored appropriately in line with MA document management and IT policies.
16. To comply with all policies, procedures, legal and regulatory requirements.
17. Any other duties commensurate with the accountabilities of the post.

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Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Bachelor's degree in Project Management, Information Technology, Business Administration, or a related field.	Essential	Application
Experience & Knowledge:		
Understanding of development programmes design, implementation and evaluation.	Essential	Application and Interview
PMP, PRINCE2, or other relevant project management certification.	Essential	Application and Interview
Proven experience in project management, with a strong emphasis on CRM systems.	Essential	Application and Interview
Proven ability to manage multiple projects simultaneously and deliver on time and within budget.	Essential	Application and Interview
Strong understanding of CRM systems (e.g., Microsoft Dynamics).	Essential	Application and Interview
Experience with project management software (e.g. Dev Ops).	Desirable	Application and Interview
Skills & Abilities:		
Good interpersonal and communication skills and ability to liaise effectively with people at various levels.	Essential	Application and Interview
Good team work skills with the ability to work with different and sometime conflicting agendas.	Essential	Application and Interview
Good organisation, coordination and project management skills.	Essential	Application and Interview
Strong and well-developed analytical skills coupled with experience of writing reports and strong analytical abilities.	Essential	Application and Interview
IT literate with knowledge of Microsoft Office applications and the ability to learn and use any software adopted by Muslim Aid.	Essential	Application and Interview
Ability to adapt to changing deadlines and priorities.	Essential	Application and Interview
Ability to work in and with a diverse team.	Essential	Application and Interview
Ability to work under pressure and on own initiative.	Essential	Application and Interview
Commitments:		
Commitment to Muslim Aid's mission, visions and values	Essential	
Commitment to Muslim Aid's ethos	Essential	
Commitment to equality of opportunity and diversity	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

You will display the competencies below :	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee Signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	