



MISSION WITHOUT BORDERS

Job Description

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| Job Title: | International Salesforce and Systems Project Manager |
| Location: | Europe |
| Address: | 175 Tower Bridge Road, London SE1 2AG |
| Hours: | 24 month fixed term contract, Full time, 35 hours per week |
| Unsocial Working: | The role may occasionally require travel to our London office, or for meetings (domestic and international), and therefore requires a flexible approach to working. |
| Responsible to: | International Salesforce Developer and Product Owner |
| Line Management: | None |
| Salary: | Circa £38-43k GBP dependent on level of skills and experience |
| Key Relationships: | <ul style="list-style-type: none">• International Chief Information Officer (CIO)• International Salesforce Developer and Product Owner• Salesforce Support Specialist• Salesforce Champions team• Salesforce Stakeholders team• IT Support Programmer• IT Support team• Digital team |

Context

Mission Without Borders is an international Christian organization serving the spiritual, educational, emotional, and material needs of those suffering poverty or oppression in Central & Eastern Europe. We respect the dignity of the individual and help develop self-sufficiency and a sustainable future. We serve people without regard to their religion or ethnic background.

Mission Without Borders International leads and co-ordinates the work of six countries in Eastern Europe where we carry out our project work, and 12 countries where we raise support. An international staff team supports this work in terms of community development, best practice, fundraising, communications, finance, Digital, and IT.

The Mission is seeking an International Salesforce Project Manager to join the newly formed Salesforce team and support the expansion and development of Salesforce for its 350 staff across 18 countries.

Our IT strategy aims to strengthen, upgrade, simplify, and replace our ageing IT infrastructure as well as significantly improve organizational efficiencies and improve business intelligence through better data and improved insights. As well as implementing Salesforce for donor management, we wish to extend its capabilities further, replacing numerous other systems and services at Mission Without Borders.

The primary governing body of MWB International is the International Board. There are also national boards at each country level. This position is within MWB International.



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Purpose of Job

The International Salesforce and Systems Project Manager will manage and coordinate the ongoing development of our Salesforce platform and associated integrations, as we expand its reach and replace legacy systems and processes across the organization. The role will also include support of other change projects applying strong project disciplines of planning, implementation, reporting and change management where needed in the organization.

Phase one of our Salesforce implementation has focused on donor management for our affiliate countries around the world and it is now entering the final stages of development. This role will focus on (although not exclusively) managing the delivery of phase two – our beneficiary management solution, and expansion of the platform into our field countries in Eastern Europe.

As a Salesforce expert and experienced project manager, the post holder will lead and participate in requirements gathering and discovery sessions, understanding organizational needs, defining and mapping requirements, drive user testing and helping to create user stories. Working Closely with their line manager - International Salesforce Developer and Product Owner (SDPO) - they will make sure the organizational requirements are correctly captured and defined, technical requirements are accurately translated, and any change requests follow a clear process.

They will steer the delivery of the project and be an enabler for the wider Salesforce team – ensuring they have all they need, removing any blockers, planning sprints, and leading team standups as required.

They will provide status updates and report regularly to the CIO and Governance team on progress, risks, timelines, budget, and quality, maintaining a RAID log as the project progresses. Escalating issues to their line manager, CIO, or Governance team as appropriate.

They will have significant stakeholder management skills, working with staff of all levels across all our countries, as well as external companies, contractors, and third parties. They will lead meetings, manage stakeholder expectations, listen to users' needs, and accurately represent users.

With an understanding of Agile methodologies, UAT, Sprints, and project backlogs, they will be exceptional communicators and bring a proactive and efficient approach to their work.

The role sits within the International Salesforce team, led by the SDPO. The team's purpose is to be guardians of the organizations data and processes, supporting the rollout, maintenance, and extension, of our Salesforce platform and services. The SDPO reports to the International Chief Information Officer (CIO), who is responsible for leading MWB's digital transformation and ensuring the successful implementation of several new digital, IT, and Salesforce initiatives.

Whilst this role focuses on project management, it will also involve some Salesforce Administrator skills, helping support the wider team and 350 staff across 18 countries. The role will also provide the opportunity to design, shape, and configure new Salesforce technology, working alongside other colleagues in the Salesforce team as well as external parties.

Requirements gathering / discovery:

- Develop a clear understanding of the Mission's vision for Salesforce
- Lead requirements gathering meetings / workshops
- Capture, collate, map, and help define organizational requirements
- Work with Stakeholders to understand their pain points, and define requirements to eliminate them
- Work with SDPO to translate organizational needs into technical requirements
- Manage change requests and escalate to SDPO, CIO, or Governance team as appropriate



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- Develop a detailed understanding of organizational needs and varying requirements in different countries

Delivery:

- Manage and coordinate the ongoing development of our Salesforce platform
- Operationally lead phase two of Salesforce implementation project – beneficiary management
- Ensure the project team has everything they need and work to remove any blockers
- Plan sprints and help maintain the project backlog
- Manage priorities, maintaining quality and keeping to deadlines
- Lead team standups / delivery meetings as required
- Manage external agencies, partners and contractors, ensuring we keep to time, budget, and quality
- Support UAT (User Acceptance Testing), and help capture feedback from users
- Help coordinate training and facilitate drop-in sessions with the International Salesforce Support Specialist
- Suggest ways to improve our config/org
- Help manage users, access, permissions, and licenses
- Help implement Salesforce configuration changes and change requests, working closely with SDPO

Reporting:

- Provide regular status/progress updates to SDPO, CIO, and Governance team
- Report on budget, timelines, risks, and quality both ad-hoc and in the fortnightly Governance meeting
- Maintain a RAID log for the project
- Work with the International Salesforce Support Specialist to monitor user adoption and capture impact of Salesforce
- Work with International Salesforce Support Specialist to monitor and report Salesforce KPI's to the SDPO and other stakeholders

Stakeholder management:

- Develop a strong rapport with key stakeholders, in particular, the Salesforce Governance and Champions teams
- Represent the needs of Stakeholders to the Governance team
- Lead and contribute to Salesforce Stakeholder meetings, updating on progress, inviting requests for improvement, helping to define problems, and proposing potential solutions
- Engage regularly with end-users, listening to their changing needs and requirements
- Manage stakeholder expectations in terms of timelines, features, and cost

General:

- Support the wider Digital, IT and International Executive teams to deliver technology and business change projects, as needs arise
- Allocate time to keep on top of the latest developments and innovations of the Salesforce platform, flagging those which may bring added value
- Come up with new ideas to improve the Missions Salesforce product, meet strategic organizational needs and further its goals
- Adhere to agile working practices
- Support in delivery of smaller projects using waterfall methodology where appropriate
- Adopt industry-standard best practices
- Escalate issues to the SDPO or CIO as appropriate
- To carry out any other duties as may reasonably be required by the SDPO or CIO
- To take every opportunity to raise support for MWB
- To actively raise the profile of MWB and to participate in the wider life of the organization



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- Occasionally attend, participate and contribute to MWB conferences if required, some of which may be overseas.

Person Specification

| | Essential | Desirable |
|---------------------------|---|---|
| Qualifications | <ul style="list-style-type: none"> • Educated to relevant degree level or equivalent, or qualified by experience • Salesforce certified administrator | <ul style="list-style-type: none"> • Project Management qualification • Additional Salesforce certifications |
| Experience | <ul style="list-style-type: none"> • Proven project management delivery and reporting experience • Proven Salesforce Admin experience • Significant stakeholder and end-user management experience • Extensive experience leading major projects • Experience of working with Salesforce integrations and technologies | <ul style="list-style-type: none"> • Experience supporting organisations rolling out Salesforce from legacy CRM's • NPSP experience • Experience of working within a fundraising / NFP environment |
| Knowledge | <ul style="list-style-type: none"> • Project management methodologies • A strong working knowledge of Salesforce • Knowledge of Sales and Service Cloud • Salesforce standards and best practice | <ul style="list-style-type: none"> • NPSP • Knowledge of agile methodologies and working practices |
| Skills | <ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent listener who takes time to understand the perspectives of others • Ability to prioritise a range of tasks • Excellent problem solver and ability to think logically • Excellent stakeholder management skills • Solution focused, with an ability to spot problems and propose solutions | |
| Personal qualities | <ul style="list-style-type: none"> • Driven • Proactive • Organized • Empathetic • Patient • Adaptable • Team player mentality | |