JOB DESCRIPTION

Job Title:	**Senior Project Manager – Enterprise CRM**
Ref no:	**CCSS165**
Campus:	**Hendon**
Service:	**Computing and Communications Systems Service**
Grade:	**Grade 9**
Starting Salary:	**£60,131 per annum inclusive of Outer London Weighting rising to £69,246 incrementally each year**
Hours:	**35.5 hours per week, actual daily hours by arrangement**
Period:	**Temporary – 12 months FTC. (If you are applying internally for a temporary secondment you must discuss this with your line manager before applying)**
Reporting to:	**Applications Development Group Manager**
Reporting to	
Job Holder:	**N/A**

Overall Purpose

This role will lead on the selection and implementation of new Customer Relationship Management (CRM) systems that will replace a number of legacy technologies currently in use. The Senior Project Manager will lead the Enterprise CRM project, managing the project lifecycle and analysing business requirements to ensure completion to deadlines.

This role will lead a team to plan and cost this project to review, modernise and rationalise university technologies in the CRM space – including Anthology Radius, Gecko, Ellucian Banner Self Service, Engage2Serve and Maximiser.

The role will work independently, utilising their specialist knowledge to advise the Executive Sponsor (Chief Information Officer) and Senior Responsible Officer through the management of the project; with detailed scoping, requirements analysis, procurement of necessary solutions, and project implementation plans.

The Senior Project Manager will lead a team with a diverse mixture of skills, consisting of key users, system managers, and technical engineers to deliver against demanding project timescales, with multiple workstreams. The role will also need to carry-out analysis on resource requirements and make the case for additional resource if required.

The role will develop and maintain effective workshop relationships with a wide-range of stakeholders, ensuring that a clearly defined strategic vision for CRM is communicated and understood across the University and with external suppliers.

Main Duties

Project Management:
- Lead the end-to-end development and implementation of this large CRM replacement project; including operational planning, execution, monitoring, and closure
- Develop and maintain detailed project plans, tracking progress, timelines, and managing budgets
- Responsible for the coordination of cross-functional teams, stakeholders, and vendors to

ensure project milestones are met
- Identify and mitigate project risks and issues, ensuring timely resolution
- Provide regular project status updates to stakeholders of all levels, including project boards, senior project sponsors and other members of the University leadership team as required

Business Analysis:
- Conduct thorough business analysis to understand current CRM processes and identify areas for improvement
- Gather and document business requirements, ensuring alignment with organisational goals
- Collaborate with stakeholders to define and prioritise project requirements
- Translate business needs into technical specifications for the development team

Implementation:
- To lead on and be able to support directly with the execution of hands-on tasks to support project execution; including data migration and system testing
- Lead on the development and delivery of training materials and production of user documentation
- Coordinate and facilitate project meetings, workshops, and presentations
- Ensure project documentation is complete, accurate, and up-to-date

PERSON SPECIFICATION

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria.

SELECTION CRITERIA

Essential:
- Substantial experience of successfully leading complex CRM implementation and development projects to time and budget
- A solid understanding of the project management lifecycle, methodologies, and techniques, with experience applying these to large IT projects
- Strong management experience, especially of technical development staff, showing ability to motivate, delegate and ensure tasks are completed
- Ability to assess data, generate effective solutions, and make effective decisions regarding complex business and technical problems
- A good understanding and experience of business analysis, requirement specification and requirements management
- Competent user of necessary technologies, including productivity software, project management and resource management tools
- Experience of procurement and contract negotiation
- Excellent verbal and written communication skills, with the ability to influence and negotiate across a wide range of stakeholders
- Experience of fostering best practice in project delivery in the wider business environment

Desirable:
- Project Management qualification (e.g. PRINCE2)

MU Services Limited
Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Fixed Term Contract
This temporary appointment is for the following allowable reason:

- Short term project

Therefore, this appointment has a defined end date of 12 months.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our Secondment Guidelines.

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

Parking at Hendon campus

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. Further details are available on the Travel and transport page on the staff intranet. *Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

Information for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

Public Transport

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location to help plan your travel: http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact James Smith, Chief Information Officer, via email on j.g.smith@mdx.ac.uk