

## Job Description

<b>Position</b>	CRM Project Manager
<b>Department</b>	Services
<b>Reports to</b>	Head of Technology
<b>Location</b>	Flexible (London likely for NZF meetings)
<b>Pay</b>	Competitive
<b>Hours</b>	Full Time
<b>Term</b>	Contractor / Consultant for 9 months

### About NZF

National Zakat Foundation (NZF) gives Muslims around the UK a way to bring their Zakat to life. It is the only platform with a nationwide reach that helps Muslims calculate and give Zakat to those who should be receiving it. For each individual giver, NZF tracks their Zakat and lets them know when it has been distributed to people in need.

This is an exciting time to join NZF as it delivers its services based on an enhanced operating model, putting its primary user, the Zakat giver, at the centre of everything it does.

### Purpose: how this post supports NZF's vision and mission

NZF is embarking on its Microsoft Dynamics CRM upgrade project. With 10 years' experience in collecting and distributing Zakat in the UK, NZF seeks to develop a seamless and simple experience for givers and recipients and build scalable services which are ready for NZF's ambitious plans for growth.

Working closely with the Head of Technology, the Project Lead, CRM integration partner and an external team of developers, you will serve as the in-house CRM project manager. You will support the Project Lead with the implementation phase of the CRM upgrade, liaising with the integration partner to manage the product backlog, coordinate sprints and internal customers with User Acceptance Testing (UAT) & requirements gathering throughout the project. You will be responsible for the project objectives as agreed by the Project Lead and steering group.

You will ensure that the project is controlled effectively using the project plan, scope management, resourcing, and finance processes. Maintain the project controls and use them to drive the delivery of the project, proactively identifying and managing project risks and issues, taking actions to mitigate or resolve. Follow the project communication plan, providing regular status reports that support effective decision making within the project, and taking into consideration relevant stakeholders. Carry out activities within the project to create deliverables. This may include change management, feasibility assessments, and reprioritisation exercises. Oversee final quality assurance on project, reviewing accuracy of output and compliance to the requirements.



This role will have responsibility for the project management of the new CRM platform from discovery through to build, implementation, and adoption.

**Typical responsibilities and key end results of position:**

CRM Project management

- Plan and oversee the CRM system build, ensuring overall programme of work and individual development sprints are clearly defined.
- Oversee each sprint, ensuring supplier project managers and Scrum Masters have the information they need to move forward, and acting as the key link between development/build team and Business Product Owner(s), ensuring decisions are made efficiently and effectively.
- Take an overview of the build phase ensuring progress is being made in accordance with overall programme plan and flagging any potential barriers/issues at an early stage. Manage offshore implementation partner.
- Coordinate internal stakeholders.
- Plan and translate conceptual user requirements into functional requirements. Elicit requirements from non-technical members of staff.
- Manage the product backlog, project sprints, and ensure timely delivery by working with all relevant parties.
- Ensure appropriate change management process is embedded for future system developments. Manage and identify project dependencies and critical paths.
- Plan, schedule and track project timelines and milestones.
- Support testing phase through overseeing definition of testing needs and testing activities via Test Manager(s)
- Work with vendor and trainers to ensure training materials, user guides and practical training is in place and delivered for end users.
- Work with the Project Lead and CRM Admin to ensure adequate resource is assigned to the Project.

Governance

- Identify and manage risks associated with data security, privacy, and integrity.
- Maintain up to date Project Risk Register and mitigating actions taken.
- Manage the budget for the project including agreeing internal and external resourcing requirements with senior management team and tracking external spend against agreed budget
- Ensure appropriate project and system documentation are in place at all stages of the project.
- Produce progress updates and reports for senior management team and governance boards.
- Ensure that systems are compliant with requirements for external and internal audit, Shariah-compliance, data protection and GDPR.
- Commit to safeguarding those who contact NZF to prevent harm and reduce the risk of abuse or neglect.



**Knowledge, Skills, Qualifications, Experience and Behaviours required to achieve role's objectives:**

<b>Knowledge and Skills:</b>	<b>Essential (E) / Desirable (D)</b>
Knowledge of MS Dynamics 365	<b>E</b>
Experience of working with an offshore team/partnership	<b>E</b>
Excellent verbal and written communication skills	<b>E</b>
Clear and accurate project management reporting skills	<b>E</b>
Commercial and contractual management with a supplier	<b>E</b>
Demonstrable knowledge of security, cloud, regulatory standards	<b>E</b>
Experience of working in charity sector	<b>D</b>
Strong stakeholder management skills	<b>D</b>
Self-motivation and the ability to drive change	<b>D</b>
Ability to identify system and process improvements	<b>D</b>
Experience of working with a completely offshored team	<b>D</b>
Organise working group and stakeholder project meetings	<b>D</b>

<b>Qualifications and Experience</b>	<b>Essential (E) / Desirable (D)</b>
5 years' experience in a similar CRM implementation role	<b>E</b>
Experience of implementing policy and process improvements	<b>E</b>
Experience of delivering projects with significant organisational development and change to ways of working and working culture, alongside technical changes	<b>D</b>
Strong track record of end-to-end project delivery using Agile methodology	<b>D</b>
Microsoft Dynamics 365 certification	<b>D</b>
Educated to degree level with 2:1 or above in a technology or data related subject	<b>D</b>

<b>Behaviours</b>	<b>Essential (E) / Desirable (D)</b>
Proactive and self-motivated	<b>E</b>
Committed to maintain and enhance the mission and ethos of the organisation	<b>E</b>
Positive about continuous improvement and ability to adapt	<b>E</b>
Committed to high professional standards and integrity	<b>E</b>
Ability to work both collaboratively and independently	<b>E</b>
Ability to inspire energy and creativity in staff	<b>D</b>

**Physical Environment and Demands:**

As NZF undergoes a process of digital transformation, this role will primarily be remote working. 2-4 in-person meetings per month may be required in the London-area.

**Level of Contact with Children:**

The level of contact with children is nil.



**National Zakat  
Foundation**

**How to apply:**

Please send a cover letter with a CV by email to Monir Mohammed at [monir@nzf.org.uk](mailto:monir@nzf.org.uk) . The cover letter must state why you are a suitable candidate, demonstrating any relevant knowledge and skills, experience and behaviours that match the requirements for the post. The cover letter should not exceed 2 sides of A4

**The deadline for this role is midnight Sunday 7<sup>th</sup> August 2022**

Please note due to the number of applications we receive; we may only contact candidates that have been shortlisted for interview.

The successful candidate(s) will be able to start immediately.