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| **TITLE:** Global Shared Services for CRM - Design Lead | | |
| **TEAM/PROGRAMME:**  SCI Transformation Delivery | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide | |
| **GRADE**: B – Senior Level | **CONTRACT LENGTH:** 12 Month FTC | |
| **CHILD SAFEGUARDING:**  Level 2: *either* the post holder will have access to personal data about children and/or young people as part of their work; *or* the post holder will be working  in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore a police check  will be required (at ‘standard’ level in the UK or equivalent in other countries). | | |
| **ROLE PURPOSE:**  In Save the Children, we currently have a diverse landscape of Customer Relationship Management (CRM) platforms in use. With this project, we are looking to implement a Core CRM solution via Salesforce with a set of Global Shared Services for the benefit of our global movement. We will place an immediate focus on clusters of member countries that are using Salesforce CRM platforms, alongside member countries who are in the process of implementation projects, but acting independently. Through delivery of this project, we aim to streamline and offer a standardised core CRM solution, accessible across our movement. We will look to offer a variety of Shared Services for CRM to help members maximise their ability to interact with their donors and to enhance our global fundraising capabilities while promoting collaboration and harmonisation between parallel implementation projects. It is a complex project, with a high level of visibility and will require senior level engagement with stakeholders from across the movement.  The Design Lead role sits within the Project and Change Management team that is part of the Transformation Delivery Department within Save the Children International. As the Design Lead within our Global Shared Services for CRM project, you will be accountable for managing the design of the Core CRM product with Salesforce NPSP as well as the Target Operating Model that will deliver Shared Services for CRM accessible across our movement. You will ensure that this is delivered in line with the required timelines and cost constraints. This includes ensuring we have clarity on the scope of the project, we have a structured approach to requirements gathering and solution design and a set of design workshops that incorporate the required business owners that are structured appropriately to achieve the required outcomes. | | |
| **SCOPE OF ROLE:**  **Reports to:** Project Lead – Global Shared Services for CRM (Dotted Line to Project and Change Management)  **Role Dimensions**: This project has many stakeholders across Save the Children International countries, regions and centres, as well as Save the Children members. We work in around 120 countries worldwide and employ around 17,000 staff within Save the Children International and a further 8,000 within the Save the Children member organisations. We are a highly matrixed organisation with a complex accountability structure. | | |
| **KEY AREAS OF ACCOUNTABILITY :**  **Leading the design of the Core CRM Product and Shared Service Model, prioritising the effective collection of Business and Functional requirements and using this to define the scope that needs to be delivered:**   * Lead the BA and implementing partner with business and technology stakeholders to elicit, analyse, translate, and document people (e.g. capacity building), processes, and platforms (i.e. technology systems) requirements * Consolidate and incorporate design input from the core project team and work stream leads * Supporting the creation of and interaction with the required reference groups to ensure we gather input from all impacted stakeholder groups * Document and act as the subject matter expert on business processes to facilitate cross-functional collaboration and knowledge sharing * Work within a project team to deliver incremental business value to users. Identify any potential conflicting business requirements, definition gaps, dependencies between projects and escalate to project manager to formulate a resolution plan * Support the prioritisation of design requirements with the project team with an informed understanding of the impact to the organisation * Ensure all designs are documented in line with agreed standards * Ensure designs are managed via the agreed governance and in line with the Project Lifecycle * Work with Project Managers to ensure that designs and technical deliverables meet quality objectives and are realistically estimated * Take responsibility for identifying and reviewing activities and deliverables critical to project quality | | |
| **BEHAVIOURS (Values in Practice**)  **Accountability:**   * Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * Holds team members and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved   **Ambition:**   * Translates the ambitious and challenging goals for SCI projects in proactive action to avoid work or complications in a later stage, engages and encourages all relevant stakeholders, takes responsibility for their own personal development in this respect * Widely shares their personal vision for Save the Children, engages and motivates others * Future orientated, thinks strategically and on a global scale   **Collaboration:**   * Builds and maintains effective relationships, with their team, colleagues, members and external partners and supporters * Values diversity, sees it as a source of competitive strength * Approachable, good listener, easy to talk to.   **Creativity:**   * Develops and encourages new and innovative solutions * Willing to take disciplined risks.   **Integrity:**   * Honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **QUALIFICATIONS**  Educated to degree level / equivalent work experience | | |
| **EXPERIENCE AND SKILLS**  **Essential**   * Strong interpersonal skills, including the ability to negotiate/mediate; to facilitate the resolution of conflicting business requirements * Advanced analytical and problem solving skills * Excellent understanding of business complexity and project interdependencies * Intellectual curiosity and the ability to question thought partners across functional areas * Proven experience in facilitating productive workshops, preferably in multi-cultural contexts * Ability to effectively prioritise work and agree priorities with the Project Manager * Experience working with a standardised Business Analysis methodology and associated processes and tools * A demonstrable an eye for detail, problem analysis and resolution skills * Demonstrates a strong work ethic and able to take the initiative and ownership to deliver value to the business * Cultural awareness and experience of delivering solutions internationally * Demonstrable ability to challenge the user-friendliness of set up, requirements and design for implementation and regular usage * Excellent communication and interpersonal skills. Engaging as well as assertive, influencing and negotiating * Experience leading small teams * True passion for results, responsibility and proactivity * Excellent communication skills, fluent in English   **Desirable**   * Project delivery experience relating to Salesforce CRM * Non-profit sector knowledge/experience * A second language. Preferably French, Spanish or Arabic. | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by:** Kellie Morgan | | **Date:** 30th November 2022 |
| **JD agreed by:** | | **Date:** |
| **Updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |