

	<b>Job Description</b>
<b>Role</b>	CRM Project Implementation Lead
<b>Reporting to</b>	CEO and Project Sponsors
<b>Background and Context</b>	<p>Children's Health Foundation (CHF) is focused on raising funds to fulfil our mission of providing world class medical facilities, research and compassionate loving care for every sick child in Ireland cared for in Children's Health Ireland hospitals and urgent care centres. The Foundation supports Crumlin and Temple Street Children's Hospitals, National Children's Hospital Tallaght and Connolly Urgent Care Centre.</p> <p>The creation of Children's Health Foundation in 2019 brought together the existing Temple Street Foundation and The Children's Medical and Research Foundation Crumlin to continue to support Ireland's sickest children in their treatment journey today, tomorrow and into the future.</p> <p>This is an exciting time to join Children's Health Foundation, full of challenges and opportunities that allow us to support the hospitals in the best possible way, whether that's through family and patient support, vital research, medical equipment or redevelopment. And, being embedded in the hospitals crystallises our cause and we see first-hand the impact our work has.</p>
<b>Role Purpose/ Summary</b>	<p>Lead on the new CRM implementation. Setting and monitoring key milestones and early escalation of any project plan delays.</p> <p>The CRM Project Implementation Lead will lead on the CRM Project and deliver on the design and implementation of the new CRM System in support of Children's Health Foundations requirements and strategic ambitions. They will:</p> <ul style="list-style-type: none"> <li>• Lead the project to design and deliver a Donor Focussed CRM system that will deliver best in class supporter experience and ensure streamlined and improved internal business process in so doing</li> <li>• Be available in all stages of the project to answer questions, provide guidance and engage with subject matter experts within the organisation to ensure delivery of a system fit for purpose</li> <li>• Have the authority to make implementation decisions on behalf of the organisation.</li> <li>• Have an in depth knowledge and understanding of CRM systems, the power of data and data insights</li> </ul> <p>They will work with the internal teams and the implementation partner, to achieve the successful delivery of the project, this will involve oversight of the system design, capabilities and functionality, working with the Project Manager to ensure clear oversight of the project. This will include the managing of local resources, third party management and financial management, working in close liaison with the implementation partner's Project Manager, Lead Consultant and the CHF Project Manager.</p>

They will work closely with all team members in CHF to deliver the project and at all times provide positive leadership throughout the change management process. The CRM Project Implementation Lead will support and participate in the decision-making process and ensure the smooth implementation of the CRM.

### Principal Duties and Responsibilities

- Ensure that the donor is kept at the heart of the system
- Responsible for ensuring the functionality of the CHF solution meets the specific needs of the Foundation.
- Line manage the CHF Project Manager.
- Liaise with the implementation partner lead consultant, and have involvement in Sprint Planning, Story Review meetings etc to agree content is appropriate for the Product.
- Will identify business decisions that may need to be made during the implementation period which could affect income or business processes.
- Will represent the project at the Steering Committee in conjunction with CHF & implementation partner.
- Will work with the internal leads to identify and ensure the smooth implementation of the business process changes necessary to accommodate the Salesforce system (e.g. insourcing of staff and processes, new processes, etc.).
- They will need to interact with the project sponsors to discuss business impacts of the system and agree system design and architecture in line with the business requirements.
- Develop effective working relationships with internal and external stakeholders influencing the transformation journey.
- Reports to the Project Sponsors on project goals and progresses.
- Work closely with the project manager by utilising shared project management tools and resources to ensure objectives are successfully delivered.
- Support the project manager to lead and facilitate communications on critical transformation topics as required.
- Motivate teams to deliver exceptional results on tasks assigned in the project brief and agreed plans.
- Oversight of and secure agreement from the project sponsors on priorities, key resources required, risks and timelines across overall projects.
- Ensure the CRM system is set up with full GDPR compliance – liaise with the CHF Governance and Compliance Executive to ensure their involvement in the project as necessary and needed.

**Qualifications  
and Experience**

- Educated to QQI Level 7
- A qualification in data would be an advantage
- A qualification in project management is desirable but not essential
- Experience working on a CRM implementation project
- Clear understanding of the business requirements
- Self-starter with a track record of seamless execution on complex projects with minimal guidance
- Strong facilitation and stakeholder management skills and are comfortable working side-by-side with organisation leaders.
- A keen ability to mitigate risks and address issues to ensure timely completion of project milestones with a practical knowledge of best-in-class development methodologies being a core competency of the role.
- Highly developed project management and relationship building skills.
- Ideally possess an understanding of fundraising in the Charity sector.
- Expert in delivering customer deployments & projects and committed to delivering excellent work through teamwork.
- Excellent communication skills and interpersonal skills.
- Ability to clearly monitor and report to senior management on project progress, with respect to effort, cost and duration & key milestones is essential.
- They will demonstrate experience of structuring workload and conflicting demands.
- Be an expert in operational risk management and best practice governance practices.

**Terms**

12-month fixed term contract. Part time 3 days/21 hours per week with some flexibility to work additional hours when required by the project