

## JOB DESCRIPTION

**Position:** Systems Lead

**Band:** 3

**Department:** Finance & Operations

**Reports to:** Deputy CEO

**Hours:** 35 hours per week (full-time)

**Location:** Homebased (with occasional travel to attend meetings/ events as required)

### Overview

We're a global community of managers, passionate about the difference that leadership makes to peoples lives.

For over 70 years, we've been supporting people to develop great leadership practice.

Our experience keeps us grounded: Our ambition drives us to inspire great leadership, everywhere.

### Job Purpose:

Combining aspects of project management and close liaison with internal stakeholders and external suppliers, alongside first-line problem solving and some business analysis to deliver and maintain the efficient working of, and improvement of our systems.

### Role and Responsibilities:

- Support the business sponsor to progress projects through coordination of meetings between The Institute's internal stakeholders and suppliers, providing regular update reports and reporting issues as required.
- Manage all communications between The Institute internal stakeholders and systems suppliers, utilising a common language to clearly express requirements enabling creation of user stories for required enhancements.
- Attend project and functional meetings and record and chase actions.
- Liaise frequently with the system suppliers' Project Managers.
- Develop a full working understanding of Institute systems.
- Act as 'first-line' support for any employee system issues, resolving where possible and escalating with system suppliers' where necessary.
- Collaboration and interaction with Institute internal stakeholders across the business to understand and collate business requirements with a high emphasis on Institute staff satisfaction.

- Manage scope adherence and the change control process.
- Follow The Institutes' financial control procedures to ensure expenditure is controlled within the budget.
- Identify, manage and control all systems related risks and escalate and reporting to the Risk and Finance Committee where necessary.
- Responsible for systems and project related governance and release management.
- Develop and grow MS Dynamics and web CMS expertise to mentor other internal stakeholders.
- Manage solution testing and assist with user acceptance testing.
- Responsible for delivery of effective user and administrator training.
- Ensure that projects are delivered on time and within budget.
- Actively promote The Institutes' brand, value and ethics.
- Continually review existing systems related processes to support business requirements and drive organisational performance.
- Any other duties as may be required by your manager for the proper performance of the role.

### **Key Skills and Experience:**

#### *Essential*

- Working knowledge of CRM systems and web content management systems.
- Prior experience working in the implementation and development of CRM and CMS systems; discovery phase through to training, live implementation and support.
- Experience working with or for, membership, training or accreditation bodies.
- Experience in test case preparation and management for unit testing.
- Certified in, or agree to pass within 60-days, either Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate or Microsoft Certified: Dynamics 365 Marketing Functional Consultant.
- Excellent communication skills, able to write clearly and interact well with, and present to audiences at all levels with an ability to convey technical information to non-technical stakeholders.
- Highly organised self-starter with project management skills to ensure work and multiple projects are delivered within scope, time and budget.
- Confident and positive attitude, ability to handle multiple projects with shifting priorities with a calm and logical approach.
- Quickly and thoroughly learn and understand new concepts.
- Takes ownership and responsibility for personal actions and contribution towards projects.
- Willingness to travel to other sites and supplier premises.

#### *Desirable*

- Full UK driving licence.
- Level 6 qualification in a relevant subject.
- Possess relevant project management certification such as PRINCE2, AgilePM Practitioner or ScrumMaster.