

Role Description

Department:	IT
Location:	Scotland based, with a blend of office (Edinburgh) and occasional home working The role is hybrid with an intention that office-based and external facing work will constitute a minimum 40% of working time over each month
Geographical focus:	Scotland-wide
Contractual status:	Temporary – fixed term for 9 - 12 months Secondments will be considered
Hours:	35 hours per week, flexible working patterns available
Line Manager:	Chief Information Officer (CIO)
Direct Reports:	Business Analyst
Salary:	£35,000 - 45,000 pa depending on experience

Job Purpose

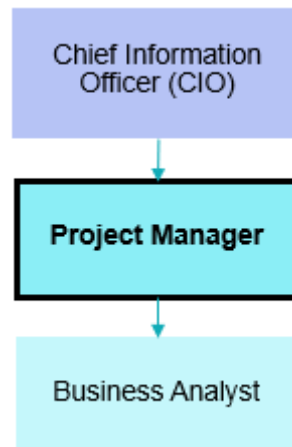
Our people are central to our success in delivering services for older people in Scotland. We pride ourselves on having a positive working environment and culture.

Our mission is to inspire, involve and empower older people in Scotland, and influence others so that people can enjoy better later lives.

We are embarking on a major digital transformation project to enhance how we connect with supporters and deliver our charitable mission. As Project Manager, you will coordinate the implementation of our new charity-focused Customer Relationship Management (CRM) platform. This project will modernise our digital infrastructure, streamline business processes, and improve data-driven decision-making.

Working closely with teams across the organisation and collaborating with external providers, you will lead the development of the new CRM ensuring it reflects the diverse needs of our colleagues and empowers us to work more efficiently and effectively.

Living our values, you will approach the role with integrity, while involving, inspiring and empowering our teams, so that together we can create better outcomes for older people in Scotland.



What you'll do

Project Management:

- Manage the end-to-end project, creating and maintaining project plans, timelines, and budgets.
- Collaborate with staff, stakeholders and Business Analyst to document solution requirements.
- Develop comprehensive process documents for existing and new processes for use before and after implementation.
- Coordinate workshops between internal teams and external partners, guiding the charity through vendor tender, solution selection and implementation.
- Facilitate effective communication among internal staff, implementation partners and stakeholders.
- Identify potential risks and develop mitigation strategies.
- Ensure the CRM solution meets functional and non-functional requirements.
- Coordinate business change activities to ensure smooth transition and adoption of the new CRM system.
- Coordinate the training of staff.
- Prepare and deliver regular status updates to stakeholders.

Team Leadership

- Ensure a clear and strong direction for your team, developing plans with clear goals and objectives linked to the strategic plan.
- Create and foster a positive and learning environment where staff feel empowered, valued and supported to do their best and develop in line with their goals.

- Proven experience of leading CRM and business or digital transformation implementation projects.
- Strong project management skills, including scoping, delivery, and evaluation.
- Project delivery experience within the charity sector would be beneficial, however not essential.
- Experience in stakeholder engagement and change management across diverse teams and departments.
- PMP, PRINCE2, or similar project management certification or equivalent experience.
- Excellent communication and interpersonal skills with the ability to influence and build trust across all levels of the organisation.
- Experience in co-design or user-centred design approaches.
- Collaborative and proactive approach to problem-solving and innovation.
- Excellent leadership and management skills, with the ability to inspire and motivate a team to develop and deliver.
- Experience and understanding of the importance of adhering to legal and regulatory standards (e.g. GDPR).
- Ability to work on own initiative but to also work closely with colleagues and managers across a variety of functions to achieve objectives.
- Good organisational skills with the ability to work flexibly and prioritise workloads.
- Ability to work to a budget to ensure projects are cost-effective.

Additional requirements

- Commitment to the aims and vision of Age Scotland and the ability to demonstrate our values (Empowering, Inspiring, Inclusive & Integrity) in your work.
- Commitment to work alongside and support volunteers.
- An understanding of and commitment to equal opportunities.
- Willingness to work from the Edinburgh Office as part of the role (NB, travel costs from home to the office will not be reimbursed by Age Scotland.)
- Employees are expected to have a suitable homework space with a good broadband connection for occasional home working.
- Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manager.
- Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain an app on either their personal or work mobile device.