VOLUNTEERING MATTERS

CRM Project Manager
Full time, fixed term until 31/03/27.

Location:	Remote working. The post will require occasional travel to various locations in the UK.
Role Reports To:	Head of Volunteering & Engagement, UK.
Direct Reports:	N/A
Job Family:	4
Salary:	£30,000 per annum
Department:	Delivery

Role Purpose

Volunteering Matters works with around 5,000 volunteers, 7,500 beneficiaries and 60 projects throughout England, Scotland and Wales each year. At present, records are locally managed, relying on project-based IT solutions to record and report on activities. To improve our efficiency in this area, we will be introducing a new digital platform for use across our work. In spring 2025, we will be inviting potential providers to tender, asking them to tell us how they can work with us to develop an organisational-wide digital management tool that helps us manage our volunteers and activities more effectively.

In this role, you will operationally manage the activities and tasks outlined in the CRM project plan, working closely with the Head of Volunteering & Engagement, the CRM Strategic group and the CRM Working group. The project plan includes four stages: (1) Understanding/prioritising our organisational needs, (2) Mapping potential providers, (3) Commissioning and deciding on a provider, (4) Implementation of a new system. We are currently at Stage 2, moving into Stage 3.

This is a secondment role with a two-year commitment and delivery plan. You will work closely with the National Volunteer Engagement Manager to help embed the new VMS or CRM across our delivery team, working practically and equitably with colleagues to understand any individual challenges or needs and finding appropriate ways to support them.

Key Duties Responsibilities

Project Co-ordination
- Operationally manage the delivery of objectives outlined in the CRM development plan, adding additional detail as appropriate, and further developing an implementation phase.
- Support the commissioning process for a new system, working with the Head of Volunteering & Engagement to plan and create a robust, transparent, and inclusive process.
- Develop a detailed implementation plan, agreeing individual objectives, tasks, lines of accountability, and timelines.
- Work with the Head of Volunteering & Engagement to finalise the draft tender specification, ensuring close alignment to the needs identified through consultation, and presenting this to ELT for approval.

Stakeholder Management

- Regularly report progress and provide key messaging to internal stakeholders.
- Coordinate and facilitate regular meetings with the CRM Strategic Group and CRM Working Group, assigning tasks and providing information, as appropriate.
- Liaise with the successful provider when agreed, being the first point of contact for issues, and jointly agreeing a package of support tailored to the organisation's needs.
- Be the first point of contact for key external stakeholders, liaising with the Head of Volunteering & Engagement and other colleagues, to support a smooth transition.

Compliance and Reporting

- Liaise with our Data Protection advisors, working with the Head of Facilities to ensure system arrangements are fully compliant with regulatory requirements.
- Report on project progress to the Executive leadership Team and support the preparation of reports to the board.
- Ensure data security and best practice are maintained.

Implementation and Training

- Carry out training/support needs analysis across the staff team, to understand needs, and to inform implementation planning.
- Develop and deliver an accessible training programme for staff, working with the successful provider, and other colleagues, to best support the staff team through transition and beyond, understanding any barriers and challenges, and accommodating individual needs.
- Work closely with the National Volunteer Engagement Manager to ensure that any system arrangements neatly dovetail with guidance, materials, and practices relating to the wider volunteer engagement work, with particular focus on the five key touchpoints of a volunteer's journey: recruitment, onboarding, support & training, reward & recognition, and exit.

Team Integration and Support

- Work closely with local delivery teams, attending team meetings when relevant, helping to embed new ways of working, and finding solutions to problems.
- Contribute to embedding our Inclusion, Diversity, Equity, and Anti-Racism approach into every aspect of our work, drawing on, and signposting to, the wider support available organisationally.

Skills

- Excellent level of IT competency with demonstrable understanding and knowledge of a range of IT systems.
- Excellent leadership skills, with the ability to operationally manage multiple tasks.
- Excellent communication skills, with ability to adapt style to different audiences in an inclusive way.
- Strong organisational skills, with the ability to prioritise and multi-task.
- Excellent written skills, being able to review and refresh materials, and to draft new documents.

- Excellent design skills, producing materials in a range of visually pleasing formats, with confidence using Canva and other packages.
- A team player, with excellent interpersonal skills that nurture effective relationships.
- Strong training and facilitation skills.

Experience Required
- Experience of confidently using IT systems.
- Experience of relationship management, external and internal.
- Experience of leading on project work.
- Experience of working with volunteers.
- Experience of writing and developing materials or guidance documents.
- Experience of facilitating training or group sessions.

Qualifications
Relevant experience and values alignment is more important for this role than specific qualifications.

Other

Location: Remote working. The post will require occasional travel to various locations in the UK.

The postholder will require good internet access to enable remote working, and a suitable home office space. IT equipment and infrastructure will be supplied.

DBS/ PVG
This role requires full DBS/ PVG clearance.

Our Values & Way of Working:
In all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

Diversity & Inclusion:
Volunteering Matters welcomes all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We encourage applications from Black, Asian and Minority Ethnic backgrounds, disabled, LGBTQIA+, along with candidates with any underrepresented or disadvantaged groups.

Disability Confident & Reasonable Adjustments:
We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the "Experience/Skills and values" section of this job description.

To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise (Scotland), Show The Salary.

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.