ROLE PROFILE

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| Title | Project Management Systems Specialist |
| Functional Area | International Programmes |
| Reports to | Director Programme Delivery and Resources |
| Location | Woking | Travel required | Limited |
| Effective Date | July 2020 | Grade | GH4 |

role PURPOSE

As part of the Project and Funds team, the primary role of the Project Management Systems Specialist is to understand, maintain, advise on and troubleshoot the Salesforce, Vera, project and programme management system and the integration with D365. This role will be pivotal in ensuring utilisation, governance and application aligned to operating standards and procedures. This role will work closely with both the IT Project and operational teams who support the project management systems from an IT perspective as well as leading engagement with third-parties working to support the platform.

Dimensions of the Role

This role has no Direct Reports, however it has an international reach acting as the key project management technical point of contact for many different stakeholder groups at all levels in the organisation including national offices, country offices, regional offices and the Global Hub.

Accountabilities

**System Steward**

* Primary Project Management steward of Project Management system for Plan International with an ability to understand all functionality available through a Salesforce platform to Plan’s Project Managers and provide training and communication around the use of that functionality.
* Ensure Project Management systems interfaces effectively with related systems, e.g. Microsoft d365, M&E managed on a Salesforce platform and the data platforms (data warehouse, BI and analytics).
* Acts as subject matter expert for project management systems processes and maintains in-depth knowledge of available and emerging functionality of the project management system and Salesforce platform standard and custom functionality.
* Support CO teams in the use of Project Management system from a project management functionality perspective.
* Attend project management meetings and recommend any enhancements to project management system.
* Help define/ensure Plan International alignment with all agreed project management systems governance; including operating standards/processes/procedures.
* On-going delivery of training requirements to CO teams across Plan International in order to support the full utilisation of Project Management system including system changes/enhancements and on boarding new Project Management staff.
* Review on quarterly basis, with IT, support in line with Project Management system releases and agree which features should be enabled to support Project Management.
* Attending external meetings, wokshops and conferences to ensure Plan is aware of trends and future roadmaps across the industry.
* Review issues reported providing functional support to resolve these and highlight any related training needs. NB: This role will also fully support the training requirements associated with the roll out of the Project Management system.

**System Utilisation:**

* Increase adoption of the Project Management systems by CO and GH staff, line managers and employees
* Provide continuous updated training and communication materials.
* Monitor how the system is used and resolve issues reported through internal support and training or with third party suppliers
* Keep up to date with updates provided by suppliers and ensure these are tested in Plan environments and utilised
* Understand how Project Management systems can be used most effectively to support Project Management processes.

**Project Management Data and Reporting/MI:**

* Drive up the use of the Project Management system as the primary source of accurate data relating to Project Management.
* Partnering with Project Management leads, develop and maintain a consistent set of Project Management dashboards and reports for use by COs and business leaders.
* Manage new report requests – review requirements, assess against existing reporting and, if required, establish new reports.
* Ensure contractual obligates are met where reporting is required to be provided to Vendor(s)

**Integrations**

* Working with Data teams, such as Data Warehousing and BI teams to integrate data extraction and utilisation within the broader reporting requirements.
* Working with ERP and M&E teams to integrate project data across the systems.

**Ongoing Continuous Improvement:**

* Review Project Management systems functionality regularly, implement/upgrade functionality to support Plan International globally.
* Regularly review and update training needs and materials for the Project Management System.
* Regularly review and update Project Management system reporting requirements.
* Supports in the creation and deployment of customer surveys/other forms of feedback on processes and systems from the organisation.
* Responsible for training employees across Plan International Inc. and National Offices on system usage & upgrades
* This role will also have an emphasis on determining how to innovate through automation, process improvement and system enhancement whilst focusing on continuous improvement.
* Ensures that Plan International’s global policies for Child Protection (CPP) and Gender Equality and Inclusion (GEI) are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

Key relationships

* Regional, Country & National Office M&E teams
* Project Management Super users
* IT
* Leadership Teams
* Vendors & Suppliers
* Peer organisations
* No direct reports

Technical expertise, skills and knowledge

**Essential**

* Proven experience of supporting Project Management and/or Salesforce/Force.com systems in a large and matrix organisation.
* Understanding of key Salesforce features and low code tools that enables solution design with third party suppliers
* Knowledge of Project Management operations, principles, practices and processes.
* Experience of business process design and mapping.
* Ability to understand Project Management workflow and lateral processes, understanding where to probe for inefficiencies and clarity and to lead these discussions with the organisation.
* Experienced in the use of reporting tools to develop standard and ad hoc reports.
* Customer focused and strong influencing and stakeholder management skills.
* Excellent understanding and application of MS Excel, Visio
* Must be adaptable and able to work independently on multiple tasks, prioritise workload effectively and meet deadlines in a fast paced environment.
* Experience in setting metrics and analytics and the ability to analyse data for operational and strategic decision making.
* Strong analytical skills and robust problem solving skills.
* Attention to detail; accurate and observant.
* Fluent in English with strong verbal and written communication and interpersonal skills.

**Desirable**

* Spanish and/or French verbal and written communication skills is an advantage
* Bachelor’s Degree – Development, Business Administration, IT or other related field.
* Good project management skills and/or Project Management qualification
* Salesforce Certified Administrator or able to show working towards taking the exam.
* Experience with IT system development and deployment projects

Plan International’s Values in Practice

**We are open and accountable**

* Promotes a culture of openness and transparency, including with sponsors and donors.
* Holds self and others accountable to achieve the highest standards of integrity.
* Consistent and fair in the treatment of people.
* Open about mistakes and keen to learn from them.
* Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

* Articulates a clear purpose for staff and sets high expectations.
* Creates a climate of continuous improvement, open to challenge and new ideas.
* Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
* Evidence-based and evaluates effectiveness.

**We work well together**

* Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
* Builds constructive relationships across Plan International to support our shared goals.
* Develops trusting and ‘win-win’ relationships with funders, partners and communities.
* Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

* Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
* Builds constructive relationships across Plan International to support our shared goals.
* Develops trusting and ‘win-win’ relationships with funders, partners and communities.
* Engages and works well with others outside the organization to build a better world for girls and all children

Physical Environment

Typical Office environment – some ad-hoc international travel may be required

Level of contact with children

Low contact: No contact or very low frequency of interaction