Business Systems Project Manager (Fixed Term)

The Honourable Society of the Middle Temple - City of London
1 year Fixed Term Contract
Salary Circa £46,000

The Inn

The historic Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women, who have completed the necessary academic qualifications, to the Bar of England and Wales. This entitles them, after a period of pupillage (vocational training) to practise as Barristers. As well as calling men and women to the bar, Middle Temple is a members' organisation for barristers and provides them with various services and resources including accommodation, dining facilities, a library and other training. The IT function supports and advises all of the Inn's staff, approximately 100 employees and workers in total.

The role

This role is working alongside the outgoing Business Systems Analyst, until they leave in early March, assisting in the completion of two key projects:

> Implementing a new Membership Management solution (CiviCRM)
> Implementing a new Venue Management solution (USI Ungerboek)

Although we envisage both solutions being live prior to the Business Systems Analysts departure, there will be follow up work and post go live "mop up" work to be completed.

Once these projects are live and stable, we would see this role managing the project to replace the Inns Finance System. This is a crucial project, and system, as the interfacing between this solution and those already implemented, is seen as a key business deliverable.

Currently the Inn passes data manually between departments, creating significant admin and the need for the double, or even sometimes triple, keying of information. The new Finance System, in conjunction with the other new systems, must automate the flow of data/information, between systems where ever sensible and possible.

The ability to accurately report on various elements of the Inn will then be used to assist/drive the Inns future strategy.

Requirements

The successful candidate will have:

- 5+ years, minimum, of managing, and administrating, varied business systems applications; including managing selection/implementation projects of varying size and complexity.
- Strong exposure to database/CRM systems of varying types, CiviCRM would be a significant advantage.
- Close attention to detail, always ensuring a high level of accuracy.
- Ability to tease out relevant information from individuals, and to work with people at all levels of technical understanding, at and all levels within the organisation.

- Strong communication skills, including excellent written English, and ability to accurately report project status and key success indicators.
- Collaborative and cooperative approach to project work, including 3rd party suppliers/vendors and key stake holders.
- Must be a hands on business applications professional, in addition to being an experienced project manager.

How to apply

If you wish to apply please send your CV and a covering letter explaining why you would like the job to Sophie Frankis, HR Advisor at recruitment@middletemple.org.uk. The closing date for applications is Tuesday 26th January 2016.

Middle Temple is an Equal Opportunities employer.

The Honourable Society of the Middle Temple

JOB DESCRIPTION: **Contractor – Business Projects Implementation**

Position title: Contractor - Business Systems Projects

Reporting to: Head of IT

Tenure: Fixed Term/Project Based

Responsible for: Business Systems Projects Implementation, Management and Administration

Key Objectives: Work with the Head of IT, and outgoing Business Systems Analyst, to complete the implementation of two key projects, and manage a new project to replace the Finance Management system.

Hours: Full time

About Middle Temple

Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women to the Bar, i.e. to admit those who have fulfilled the necessary qualifications to the degree of Barrister-at-Law, which entitles them, after a period of pupillage (vocational training) to practice as Barristers. The Inn holds numerous events and functions throughout the year and is also available for private hire.

About the IT Department

Until 2012 the IT Department consisted of one person, the Systems Administrator. The Inn's IT requirements were reviewed in 2012 highlighting the need for a new structure, services and approach to the provision and utilisation of technology at the Inn. That process resulted in the hire, of the Head of IT and the creation of a fuller IT department.

Since 2012 a significant number of changes and initiatives have been implemented, and continue to be deployed. A key element in this transition has been the work of the Business Systems Analyst.

The over-riding aim of this new IT structure is the provision of gold standard, customer focused IT services driving a 5 year strategy and providing cost-appropriate solutions that aid the Inn in achieving its goals and ambitions.

Main duties are to:

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Personality Profile:

As a small organisation, and team, this role needs a flexible, personable and friendly individual.

The overriding ethos of IT is Customer Support, as such roles/skills are not segregated, in that any member of the team will offer to help a member of staff, or member of the Inn, either using their own skills or ensuring the right member of the IT team responds quickly.

Person specification: Contractor - Business Systems Projects

	Essential	**Desirable**
Qualifications	Degree or equivalent.	
Background/Experience	5+ years of managing and administrating varied business systems applications 5+ year's exposure to managing projects of varying size and complexity. Experience of working with 3rd parties in the delivery of key business systems. Proven ability to manage delivery of IT projects on time in a challenging environment. Broad understanding of systems and business need alignment. Significant experience of working with demanding, high-level (sometimes non-IT literate) users, stakeholders and heads of departments.	Experience in medium to large businesses where a structured approach to IT solutions is used. Experience of "best practice" approaches to project management, project documentation and training/administration materials. Demonstrable understanding of "gold standard" customer focused approach to IT Support and Customer service. Use of Crystal reports within/connected to, CRM solutions (CiviCRM would be a particular advantage). Use, or exposure to, Microsoft SharePoint. Experience of SaaS approach.
Skills	Excellent team player with a customer service focused attitude. Multi-tasking and the ability to balance multiple projects and service delivery. Strong project planning and delivery skills.	Experience in training multi-ability groups in a variety of IT solutions/topics. Experience in process mapping utilising, amongst other skills, "Day in the life of" approach to needs

		assessment and work group sessions.
	Excellent interpersonal and communication skills, particularly the ability to communicate complex IT concepts in lay terms. Effective and constructive influencing skills. Ability to work effectively and on own initiative without micro management. Strong report writing and planning document skills. Good verbal communication skills.	
Personal Qualities	Methodical and highly organised with strong attention to detail. Highly customer service-oriented, energetic and delivery focused. Calm under pressure, patient and measured. Collaborative, co-operative and able to make and sustain positive relationships with colleagues at management and other levels. Able to win and maintain the trust and respect of colleagues.	