Refugee Council

Systems Project Manager

Job description

Role: Systems Project Manager

Mission and purpose of role: To implement new Finance and Services systems that fits the needs of the organisation, supporting improved efficiencies in processes, improved quality in data management, and simpler, more streamlined processes

Location: Stratford (London)

Hours: TBC

Salary range: £47,043 - £51,099

**About us:**

## The Refugee Council is one of the leading organisations in the UK working with asylum seekers and refugees. We provide advice and assistance across a wide range of issues. These include helping asylum seekers through the asylum system, accessing housing, welfare, benefits, health, education and employment. Our teams work with relevant agencies such as the Home Office, Local Authorities, Hosing providers and Trust funders. You can find out more about [the work we do](https://www.refugeecouncil.org.uk/about-us/our-impact/), [our strategy,](https://www.refugeecouncil.org.uk/about-us/our-strategy/) [our values](https://www.refugeecouncil.org.uk/about-us/vision/) on our website.

**Inclusion and accessibility**

Ensuring that the Refugee Council is an inclusive and accessible place to work is important to us. We want to enable people from different backgrounds to apply and thrive with us. We believe our recruitment process enables that and are also happy to make adjustments on request.

[You can find out more about our DEI strategy here.](https://www.refugeecouncil.org.uk/about-us/board-edi-statement/)

**About the role:**

We are looking for a Systems Project Manager who will manage the development and implementation of two systems – a new Finance System, which will require a migration from our current system (Great Plains) and a new Services System, which will bring a consistent approach and set of processes for the Services teams.

These systems will be the cornerstones for the establishment of a fully connected, digital organisation, setting out the initial premise for automation and integration between systems.

This role will work alongside a Business Analyst and the individual teams, ensuring that their requirements and needs are being met, supporting system development and any iterative/customisation work that is identified. You will work with a project team on both projects, comprising key stakeholders from across all disciplines, supporting them and the wider organisational teams through each step of the project, from refinement of requirements, through review, testing, final implementation and embedding.

**Flexible working**

This job is:

* Available part time
* Occasionally from home

**Roles and responsibilities**

* Project Management
  + Lead and manage the end-to-end implementation of both Finance and Services systems, developing and monitoring project plans, and ensuring completion on time, within scope, and within budget.
  + Highlight potential risks and challenges, and proactively seek to resolve issues
* System Implementation:
  + Oversee the implementation of the system, ensuring the opportunities for integration with other systems and processes have been identified and documented, and that there is a coordinated approach to testing, validation, and data migration.
  + Support the complete mapping of key processes by the Business Analyst.
  + Support the migration of all data accurately against the identified mapping.
  + Lead on the roll out of associated front end user interfaces and processes that may impact the wider organisation such as purchase ordering forms, expenses, budget management and reporting.
  + Proactively identify opportunities for improvement
* Stakeholder Collaboration:
  + Work closely with finance, tech, and the wider organisation to understand business requirements and translate them into system solutions.
  + Communicate project status, risks, and issues to stakeholders and senior management.
  + Facilitate training and support for end-users to ensure successful adoption of new systems.
* Process Optimisation:
  + Identify opportunities to streamline and improve processes through system enhancements and automation.
  + Develop and maintain documentation related to system configurations, processes, and procedures.
* Supplier Management:
  + Where relevant, liaise with software vendors and internal/external consultants to ensure delivery of high-quality solutions.
  + Manage vendor contracts, relationships, and performance to ensure alignment with project goals.
* Stakeholder Engagement:
  + Rollout system, training and testing including User Acceptance Testing (UAT)
  + Building reports / handover of knowledge
  + Trouble shoot initial teething issues in any new system roll out

**About you:**

**Essential experience**

* Must have proven experience of a similar systems implementation in a project management capacity.
* Must be able to demonstrate experience of working with complex data structures and have experience mapping and general processes across various systems.
* Proficiency in ERP systems such as SAP, Oracle Financials, Microsoft Dynamics, or similar platforms
* Experience of supplier management
* Experience of budget management

**Desired experience**

* Experience of managing and developing system interfaces including using the Microsoft 365 suite of tools.
* Experience of working in a similar organisation

**Essential skills, knowledge and abilities.**

* An understanding of solid project management principles, including the ability to identify core inter-dependencies, run Risk registers and RACI charts, along with user and stakeholder engagement.
* Familiarity with project management tools

**Desired skills, knowledge and abilities.**

* Solid technical background with an ability to address accessibility and compatibility issues
* Recognised qualification in Project Management