

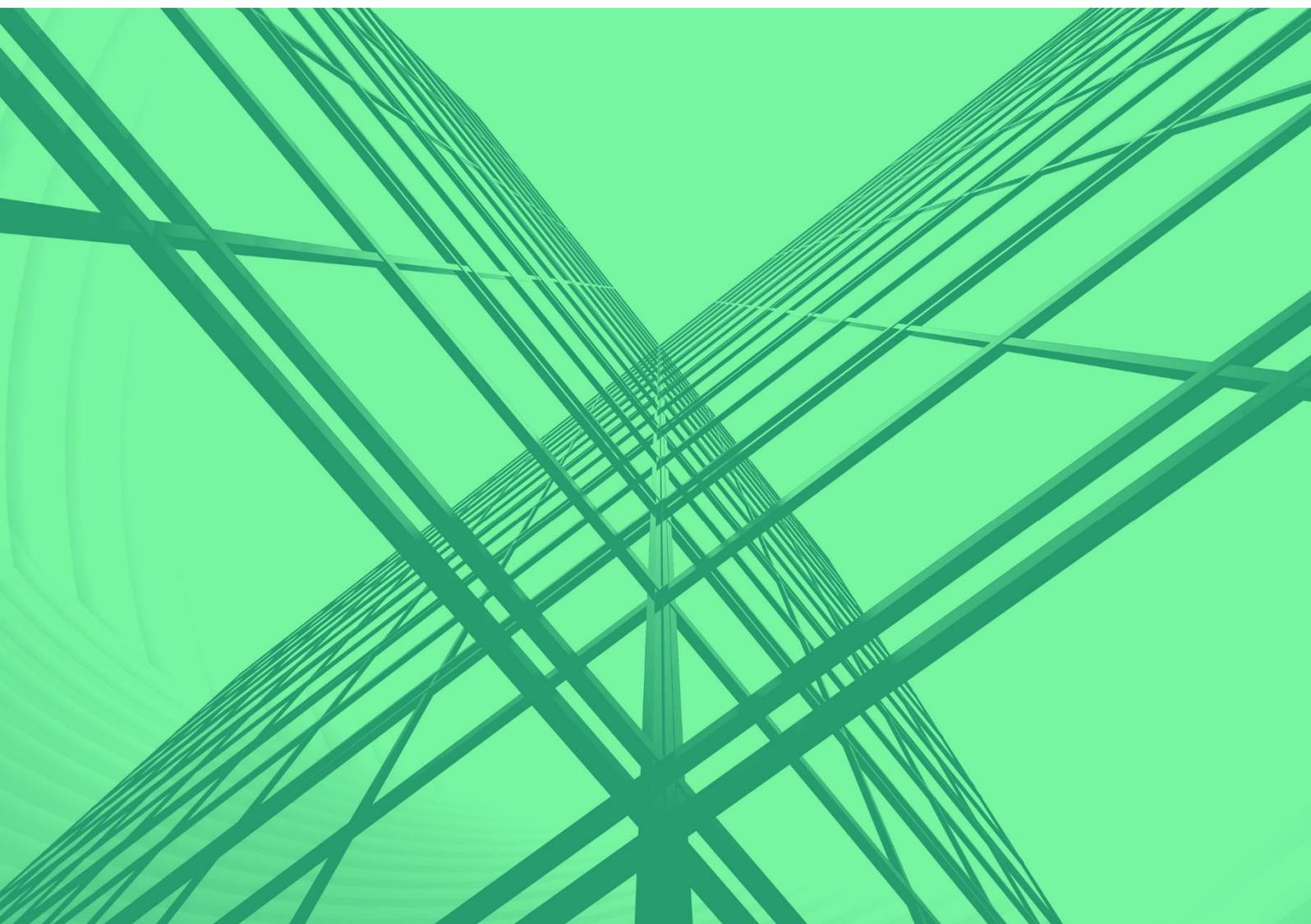
# Digital Transformation Project Manager

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**CANDIDATE PACK**

Full Time

35 hours per week

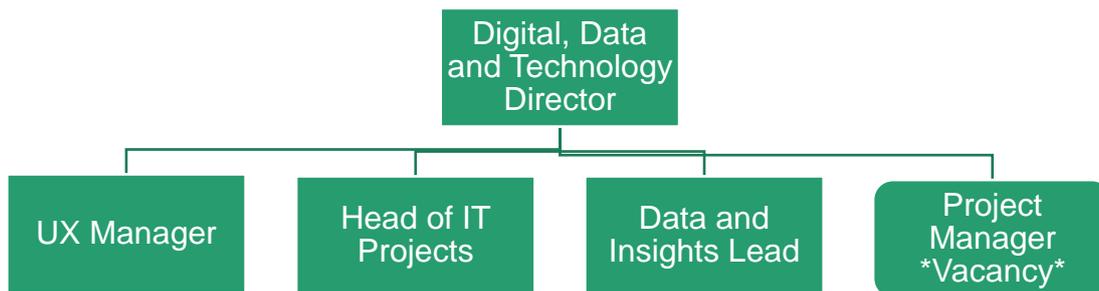


## The Digital and Data Team

Our Digital & Data team are a team of five that report directly into the CEO. The Digital, Data and Technology Director oversees the Digital & Data and the IT ops teams and set the strategic direction of the organisation’s Digital Transformation programme.

Since the programme started, the team in conjunction with the rest of the Institution, have invested in user research projects to devise and develop member personas and used these to inform the design of our corporate identity and the development of the current website. Last year the team had successfully implemented the deployment of a new CRM and its technical infrastructure.

This contributes to the Institution’s vision, which puts the professional competence of our members at the heart of everything we do, and to unify user experience. With the result being to raise the profile of structural engineering across the globe, and show us as an expert, accessible and inclusive Institution.



The team strives to move the Institution’s transformation programme forward and change the way we service the membership and users, permitting greater freedom for engagement through world class online access. The programme of change enables the Institution to develop with the times, as the ambition is to grow our international audiences, gain maximum insight from members’ data, and become smarter about member engagement.

As the Digital Transformation Project Manager, your expert contribution will result in the successful end to end delivery of a portfolio of new web and technical projects. You will be instrumental in addressing the key challenges we face; helping the Institution design and develop high profile, business critical projects involving complex requirements, sensitive data, and systems integration.

## Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open-plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

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## Job description and person specification

### 1. Job details

<b>Job title:</b>	Digital Transformation Project Manager (2-year fixed-term contract)
<b>Reports to:</b>	Digital, Data & Technology Director
<b>Responsible for:</b>	No direct reports
<b>Date:</b>	July 2022
<b>Location:</b>	The Institution's HQ, London or elsewhere as reasonably required.

### 2. Job purpose

To manage the successful end to end delivery of a portfolio of projects, as prioritised in the Transformation strategy which spans from web, technology, CRM, UX and data including time, cost, quality, and benefits.

To lead and facilitate the scoping, design and development of high profile, business critical and complex technical projects involving large volume, sensitive data, and systems integration.

To directly and indirectly lead and support team members and project teams to achieve required tasks on time and at the required standard, providing project management leadership to and working in partnership with technical, data, UX and subject experts.

To provide effective stakeholder engagement and drive digital change management throughout the organisation.

To provide direction, support, and management of external suppliers.

To continuously manage and monitor budget, progress, risks, and issues and manage exceptions and changes in the project.

### 3. Role and responsibilities

#### Business Transformation

1. Be a key member of the Digital Transformation team and consistently support the vision and ambition of the strategic programme of change.
2. Find solutions that will secure the longevity of the chosen web and CRM platforms, the digitisation and enhancement of services available to all members and the reduction of operational inefficiencies.

3. Support the build of a safe, cost-effective, flexible infrastructure that adapts to the needs of future members and users.
4. Set project management standards and processes across the organisation's change management function.

#### Web and CRM developments

5. Review and, where needed, map out business processes including member/customer data, sales and commercial data, finance data, membership lifecycle and customer management, marketing data, to ensure the right fit/build of new software to suit the Institution's requirements.
6. Work closely with the Data & Insights Lead to ensure all relevant data is continuously migrated into the new CRM from various current software platforms and key systems.
7. Promote the use of the newly adopted Microsoft Dynamics CRM and associated new systems to all internal stakeholders and become a super-user and 'go-to' point for all CRM project queries, delegating to the rest of the Digital & Data team members when relevant.
8. Work closely with the Head of IT Projects to share technical and integration responsibilities to make complex configuration changes to support business processes.
9. Analyse, configure, test, and implement web and CRM newly deployed functionality.
10. Manage the prioritised Transformation projects in a phased and flexible way to incorporate changes, new releases, updates, and enhancements, collaborating with the web and CRM developers, UX consultant, technical agencies and relevant internal stakeholders.
11. Continue to review and develop a change management process for web & CRM future enhancements and phases.
12. Manage the provision of system training to ensure all users are confident in using the CRM and associated systems and that the Institution's processes are correctly followed.
13. Work closely with the Data & Insights Lead to help support the development of reporting tools to ensure quality of data and insights with visuals/dashboards for campaign performance.

#### Project Management & reporting

14. Initiate, plan, lead and estimate key Digital & Technical Transformation projects and all the workstreams associated with them, ensuring they are well managed and financially sound.
15. Manage the procurement processes for external resources and suppliers to bring in expert project support when needed.
16. Lead the creation and implementation of change management and communication plans required by the programme.
17. Assemble appropriate project teams, define roles and responsibilities, book colleagues' time to capture internal requirements or feedback, maximise stakeholders' contribution and identify

relevant resources while paying great consideration to the concurrent business-as-usual initiatives.

18. Report to the Digital, Data & Technology Director on projects progress and, when appropriate, submit regular reports to the Transformation Board, the Executive Leadership or Senior Management team.
19. Be responsible for regular project reviews, their evaluation and follow up with learnings sessions to instil a culture of sharing insights across the Institution.
20. Implement agile project management and a collaborative culture by adopting innovative ways of working to encourage and value commitment, focus, openness, and respect.

#### Stakeholder relationship management

21. Develop an engagement plan for different streams of activities, for both internal and external stakeholders, ensuring meaningful and effective relationships are built and maintained.
22. Oversee the activities associated to the Transformation portfolio of projects and maximise the contribution from the Data & Insights Lead, IT lead, UX lead, senior IT Ops manager, key project team members (internal and external) and external suppliers, ensuring the project is delivered on time, on budget and challenges are addressed as soon as they arise.
23. Produce compelling documentation, scope, and deliver discovery work, working with external suppliers and internal stakeholders, for any activities associated with the web and CRM development projects.
24. Conduct requirement gathering exercises to capture the changing needs of the business, make recommendations on design and structural changes, training and onboarding, testing and quality assurance to the Digital, Data & Technical Director, and relevant departmental leads.
25. Design and lead relevant workshops and meetings with internal and external people, up to Executive Leadership team level.

## **4. General responsibilities**

1. Work collaboratively with the Digital, Data & Technology Director, and the wider project teams.
2. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution. As directed, contribute to income generating activities on behalf of the Institution, fully mobilising your expertise to the commercial benefit of the Institution.
3. Comply with all Institution Policy and Procedures.
4. Support the Institution in the delivery of its mission, vision, and values.
5. To act in accordance with Data Protection laws and pro-actively focus on the quality of data in their own department.

6. Any other reasonable ad hoc duties as requested.

## 5. Communications and working relationships

1. All employees of the Institution including Senior Management and other Heads of Department.
2. The Membership, where relevant.
3. External agencies, suppliers, consultants, and external bodies.

## 6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<b><u>Qualifications and Knowledge</u></b>	
Educated to degree level or equivalent in relevant business field	E
Hold a Project Management qualification, ideally in Agile or Waterfall methodologies	E
Demonstrable knowledge and experience in delivering, managing, implementing, and training on CRM software	E
Strong understanding of data and technical requirements, to ensure smooth data migration and mapping of business processes to the new system	E
Proven knowledge and appreciation of data architecture, data segmentation, list management, GDPR compliance	E
A knowledge and understanding of GDPR and Data Protection and its application.	E
<b><u>Skills</u></b>	
Excellent organisational skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-stream workload with the ability to work under pressure to meet tight deadlines	E
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly	E
Excellent interpersonal skills with the ability to build rapport and influence colleagues and stakeholders, at all levels	E
Attention to detail, accuracy, and ability to check detailed information, able to critique own work and the work of others	E
Flexible and resourceful and able to manage and work in a small team and collaborative to work with other departments and other parties	E
IT Skills:	

Criteria	Essential/Desirable
Microsoft Office 365 suite of applications and services to intermediate/advanced standard	E
Advanced IT skills in relation to project management tools and techniques	E
Advanced knowledge of relational databases	D
<b><u>Experience</u></b>	
Successfully delivered the implementation, development and integration of a CRM or membership system project	E
Successfully managed the effective governance of a complex technical/data project with senior stakeholder's management	E
Management of project teams to ensure delivery of project outcomes	E
Reporting on/being accountable for managing expectations for project deliverables, stakeholder communications, appropriate evaluation of progress, quality, cost activities, risk register and escalation procedures	E
Experience of working in a charity/not-for-profit or membership organisation	D

This job description does not form part of the contract of employment and may be subject to change.

## Salary and package details

Salary: £50,000 - £55,000 per annum FTE subject to experience  
(pro rata for part time hours)

Contract: Full time – 35 hours a week within a flexi-time system  
Fixed term – 24 months

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

### Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme (UNUM Lifeworks)
- Pension- can join the pension scheme from any date after commencement in Tier one (employer 5%, employee 3% minimum contributions)
- 23 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave

### Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 5%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 8%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform (Lifeworks)
- Full access to additional health services (e.g. counselling, physio, virtual GP) via an app-based service (Help@hand)

### On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Paid parental leave at rates of pay higher than statute, subject to service requirements as per the current policies

## How to apply; the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

*If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications, we receive we cannot write to all applicants.*

Applicants must possess a current right to work in the UK.

*The Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.*

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post (Digital, Data and Technical Director), The Head of IT Projects and a member of the Human Resources Team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution. The second stage of the selection process will be a face-to-face interview with the Digital, Data and Technical Director and the Head of HR.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

## The Institution of Structural Engineers

With about 30,000 members working in 112 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

### Governance

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

### Our values

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

#### Competence

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

#### Accessibility and diversity

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

#### Community

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

## Our Work

### Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

### Resilience

The Institution support the efforts to build [resilient](#) communities- taking measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

### Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

### Young Members

IStructE is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

### Support

Our [Benevolent Fund](#) offers support to current and former IStructE members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

# Organisational Structure

