

CRM Manager (Hybrid/Remote)

Salary: £35,000 circa per annum depending on experience

Full time permanent - 35 hours per week

Location – Princes Risborough, Buckinghamshire, HP279LE

We're Association for Project Management (APM). We're a professional membership organisation that sets the standards for the project profession. As a registered charity, we reinvest our surplus for the benefit of our members and the profession. We deliver education and develop qualifications. We conduct research and provide knowledge and resources. We run events and share best practice. We give people the opportunity to connect and provide community for our individual members and corporate partners, wherever they are. Above all, when doing so makes a difference, we challenge the status quo

APM have an exciting opportunity for a CRM Product Manager to join the Service Innovation Team, reporting to the Director of Service Innovation, the successful candidate will be responsible to maximize the return on investment in the CRM system by optimizing understanding, consistency of use, adoption, data integrity and requests for development across APM.

This is a hands-on role, and the role holder will regularly work with other stakeholders and cross-functional teams acting as a bridge between the technical and service innovation/business development teams to ensure the technology solutions are practical and meet the needs of the business.

They will also be required to develop an ongoing training, implementation and communication plans to drive consistent and effective use and understanding of the CRM across teams.

Qualifications

- Educated to degree level (or equivalent) or have comparable work experience.

Experience

- Change Management
- Data Management
- Working with interdisciplinary teams
- Proven success in leading CRM training and adoption processes

Knowledge

- Fully understands the value the CRM can deliver
- Sound business, financial and process knowledge to assess impact
- Knowledge of common CRM software tools and their application

Skills

- Outstanding communication skills
- Analytical thinking
- Proven ability to develop and deliver effective training
- Presentation skills
- Solution orientated
- Report writing
- Project Management
- Problem solving skills

Why APM?

APM is chartered. We're the only chartered organisation representing the project profession, anywhere in the world. We know that better project delivery is about achieving your desired outcome. We believe that doing so is about so much more than process alone. We're champions of the new. There has never been a more important time for debate, so naturally we're at the heart and helm of that too. In a complex and shifting world, we're helping the project profession deliver better.

If you are interested in this opportunity and feel you have the necessary attributes, skills and expertise for the role, please send your CV and covering letter to e-mail: recruitment@apm.org.uk

We reserve the right to close the vacancy once we have received sufficient applications, so please be advised to submit your application as early as possible

Main benefits at APM:

- 25 days holiday (excluding all public holidays). This increases with length of service – by one day after four years' service, then another day every other year, to a max of 30 days per year).
- Private healthcare and dental cover are available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind'.
- Pension scheme offered in line with auto enrolment. APM can contribute up to 7% of your salary depending on your own contribution. APM will contribute a minimum 4% of your salary. The pension scheme is available as a salary sacrifice.
- There is a sick pay scheme which pays up to 30 days (pro-rated for part time employees) full pay for sickness absence in a rolling 12 months period, payable after probationary period.
- Life assurance at four times the salary.
- Salary sacrifice schemes – cycle to work scheme, additional annual leave (up to 10 days), and pension scheme.
- Free parking – this is not guaranteed.
- Employee Assistance Programme
- Performance Related Pay (PRP) scheme for eligible employees. The discretionary bonus will take account of individual performance as well as APM's overall financial performance
- One volunteering day per year
- Hybrid/flexible working options are available dependent on job role.