

Job role profile

Job title: Project Manager

Grade: 3

Directorate: Business Services

Reports to: Head of ICT

Direct reports: N/A

Location: London

Contract Details:

Type: Fixed Term Contract

Duration: 18 months

Working Pattern: Full-time, but open to 3 days per week

Purpose of the job role

We are seeking an experienced Project Manager to lead the implementation and delivery of a new organisation-wide CRM platform, Dynamics 365, while also overseeing related digital change initiatives, including a website refresh and associated business improvement projects.

The postholder will be accountable for the end-to-end management of project delivery, including scope, planning, governance, budget monitoring, supplier management, risk and issue control, stakeholder engagement, business readiness, and successful adoption of the new platform. Working closely with senior leaders, internal teams, and external delivery partners, the Project Manager will ensure that projects are delivered on time, to quality standards, and in line with organisational objectives.

Key responsibilities and duties

Project Planning & Delivery

- Lead the definition and control of project scope, objectives, timelines, milestones, and deliverables for the Dynamics 365 implementation and related digital projects.
- Develop, maintain, and manage integrated project plans, resource schedules, budget tracking, and delivery dependencies to ensure effective implementation.
- Oversee key delivery stages including business analysis coordination, data migration planning, testing, training, go-live readiness, transition, and post-implementation stabilisation.
- Ensure appropriate controls are in place to support data quality, integrity, and consistency throughout implementation.

Stakeholder Management

- Act as the lead point of contact between internal teams and external implementation partners, holding suppliers to account for delivery, quality, and agreed outcomes.
- Build effective relationships across directorates and influence stakeholders at all levels to secure engagement, alignment, and timely decision-making.
- Provide clear, timely, and accurate updates, reports, and recommendations to senior leaders, governance groups, and wider stakeholders.
- Lead and support business change activity to promote readiness, user adoption, and effective embedding of new systems, processes, and ways of working across the organisation.
- Work with team leads to establish change champions, support materials, and post-implementation adoption measures.
- Develop and coordinate user adoption, engagement, and training activity to support successful uptake of the CRM platform across teams.

Governance & Reporting

- Lead project governance processes and meetings, ensuring accurate reporting on progress, milestones, dependencies, budget position, risks, issues, and decisions.
- Act as the day-to-day lead for the project portfolio, managing change control, escalating and managing risks and issues appropriately, and ensuring decisions are made through the relevant governance routes.
- Identify, assess, monitor, and mitigate project risks and issues, ensuring timely escalation, resolution, and delivery of agreed actions.

- Maintain accurate project documentation and ensure compliance with organisational policies, project management standards, and assurance requirements.

Commitment to equality diversity and inclusion

Equality, diversity and inclusion (EDI) are core values at the NHF, and all employees are expected to demonstrate their commitment in line with our EDI strategy [Who we are](#). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all staff. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with others, identify challenges, and to discover, design and deliver solutions.

Health and safety

All staff at the NHF are responsible for strict compliance with our Health and safety policies and procedures. All employees are responsible for highlighting concerns regarding health and safety so that suitable action can be taken to rectify the situation.

Person specification

Job requirements	Essential criteria	Desirable criteria
Qualifications and training:	<p>PRINCE2 Practitioner, Agile, Scrum, or equivalent project management qualification.</p> <p>Evidence of continuing professional development in project, change, or digital delivery management.</p> <p>Experience of applying structured project governance and delivery methodologies in complex organisational environments.</p>	<p>PMP, PMI, MSP, or other recognised programme or project management certification.</p> <p>Microsoft Dynamics 365 or related Microsoft platform certification.</p>
Experience:	Proven experience leading CRM, ERP, or other complex	Experience of delivering digital transformation

	<p>system implementation projects, ideally including Microsoft Dynamics 365, from initiation through to implementation and stabilisation.</p> <p>Strong practical knowledge of project management methodologies and their application in digital, system, or business change environments.</p> <p>Demonstrable experience of building credibility and managing relationships with senior stakeholders, delivery partners, and cross-functional teams.</p> <p>Experience of managing third-party suppliers, contracts, and external delivery teams to achieve agreed outcomes and service standards.</p> <p>Strong organisational, analytical, and problem-solving skills, with the ability to manage competing priorities and maintain momentum across multiple workstreams.</p> <p>Experience of managing project budgets, forecasts, and financial reporting.</p>	<p>projects within a membership body, not-for-profit organisation, or similarly complex stakeholder environment.</p> <p>Experience of website, platform, or customer-facing digital service delivery projects.</p> <p>Experience of coordinating business change, user adoption, training, or service transition activity as part of system implementation.</p> <p>Experience of working in the housing sector or with customer, stakeholder, or case management systems.</p>
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<p>Knowledge:</p>	<p>Knowledge of project governance, risk management, budgeting, and reporting requirements within a structured project environment.</p> <p>Knowledge of digital delivery, systems implementation, and change management principles, including business readiness and user adoption.</p> <p>Knowledge of supplier management, implementation lifecycles, and the practical considerations involved in CRM or platform deployment.</p>	<p>Not-for-profit organisations.</p> <p>Housing sector</p>
<p>Skills and abilities:</p>	<p>Excellent analytical, planning, and numerical skills, with the ability to interpret information, solve problems, and make sound delivery recommendations.</p> <p>Strong communication, influencing, and negotiation skills, with the ability to engage technical and non-technical audiences effectively.</p> <p>Ability to work independently, manage competing priorities, and maintain delivery momentum in a fast-paced environment.</p>	<p>Awareness of CRM, customer data, or service design principles relevant to organisational improvement and digital transformation.</p> <p>Ability to support continuous improvement by identifying opportunities to strengthen processes, systems, and user experience.</p>
<p>Additional requirements of the job role</p>	<p>Willingness to work flexibly to support key project milestones, governance</p>	<p>Commitment to collaborative working and continuous improvement, with a</p>

	activity, and engagement sessions as required.	proactive approach to delivering positive organisational outcomes.
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