



## Job description

### Summary

<b>Job title</b>	Programme Manager – CRM, Digital Transformation
<b>Division</b>	UAS, University Administration and Services
<b>Department</b>	IT Services, Digital Transformation
<b>Location</b>	Central Oxford with flexibility for remote working
<b>Grade and salary</b>	Grade 9: £54,315 - £62,698 with a discretionary range up to £68,357 per annum
<b>Hours</b>	37.5 hours per week - Full time
<b>Contract type</b>	One year fixed-term, potential to extend
<b>Reporting to</b>	Programme Director, Digital Transformation
<b>Vacancy reference</b>	175663
<b>Additional information</b>	Previous CRM programme Manager experience required

### The role

The Programme Manager will lead the CRM programme of works across the collegiate University of Oxford, as part of the wider Digital Transformation Programme. The role ensures alignment with the university’s strategic objectives and involves overseeing multiple CRM-related projects, managing resources, budgets and timelines; ensuring successful stakeholder communication and engagement. The Programme Manager will work closely with senior leadership to ensure the programme delivers significant impact across the university

You will need to guide your programme through the complete life cycle, including evaluation of high-level needs against strategic aims, programme design in collaboration with senior stakeholders, management of risks and issue resolution and transition to BAU service. You will also be expected to work with business change experts to plan and execute business change activities, communications and stakeholder engagement both within the Digital Transformation team and more widely across the University.

You will need to possess excellent leadership qualities, to manage staff working directly on the programme as well as working closely with key stakeholders and external suppliers. You will represent your programme at the relevant Portfolio committees and at other governance bodies when required and have the skills and experience required to liaise with senior University Officers across key central



Divisions as well as key stakeholders in academic areas. Knowledge of the University's operating structures is essential as is the ability to influence and manage these external users in respect of the significant change that the programme will introduce.

Working in close collaboration with key senior stakeholders across the university, you will play a key role in contributing to and delivering the University's digital transformation programme benefits through the CRM programme.

### **Responsibilities:**

#### **Programme Planning & Execution:**

1. Develop, implement, and manage the CRM programme plan within the broader context of the Digital Transformation Programme, ensuring alignment with the university's strategic goals.
2. Coordinate with project managers or workstream leads to ensure consistent and successful execution of CRM-related projects.
3. Monitor and report on programme progress, adjusting as necessary to ensure successful completion and alignment with the university's objectives.

#### **Stakeholder Management:**

4. Identify and manage relationships with key stakeholders across the collegiate university, including academic, administrative, and IT staff.
5. Act as the main point of contact for all CRM programme-related issues, ensuring clear communication and understanding of programme objectives.
6. Facilitate regular meetings and communication channels with stakeholders to provide updates and gather feedback, ensuring the programme meets the needs of diverse university departments.

#### **Resource Management:**

7. Allocate resources (human, financial and technological) across CRM projects to ensure optimal utilisation and programme success.
8. Coordinate with key departments to ensure teams are adequately staffed with the necessary skills and expertise to deliver the CRM programme.

#### **Risk Management:**

9. Identify potential risks within the CRM programme and develop mitigation strategies.
10. Monitor programme risks continuously and adjust plans as necessary to minimise impact and ensure the programme remains on track.

#### **Budget Management:**

11. Develop and manage the CRM programme budget, ensuring that all projects/workstreams are delivered to budget, scope and time.
12. Track expenses and ensure that programme spending aligns with budget forecasts, providing regular financial reports to senior leadership and governance forums.

**Governance and Compliance:**

13. Establish and maintain strong programme governance structures, ensuring compliance with university policies and regulations.
14. Lead programme boards, with clear reporting lines and accountability mechanisms.
15. Ensure compliance with data protection and privacy regulations, particularly in relation to CRM systems.

**Technical and CRM Expertise:**

16. Strong understanding of CRM systems, with the ability to oversee technical delivery and integration.
17. Familiarity with CRM platforms commonly used in higher education, with the ability to translate business requirements into technical specifications.
18. Work closely with IT teams to ensure the technical aspects of the CRM system are aligned with the programme's goals.

**Performance Monitoring and Reporting:**

19. Monitor and evaluate programme performance, using data to drive decision-making.
20. Develop and maintain dashboards and other reporting tools to track programme progress against key milestones and objectives.
21. Report to senior leadership and governance boards, communicating complex information clearly and effectively.

**Team Management:**

22. Drive excellence at all levels within individual projects/workstreams and provide targeted support in stakeholder engagement, planning, and team leadership.

**Problem-Solving and Decision-Making:**

23. Demonstrate excellent problem-solving skills, navigating complex challenges and making decisions in a dynamic environment.
24. Anticipate potential issues and implement proactive solutions to keep the programme on track.
25. Balance short-term needs with long-term goals, ensuring sustainable success.

**Cultural Awareness and Inclusivity:**

26. Drive the adoption of a digital-first mindset within the CRM programme, encouraging openness to change and innovation across the university
27. Champion inclusivity, ensuring the CRM programme advances the university's commitment to inclusivity by integrating diverse perspectives and promoting equitable participation in all aspects of the transformation
28. Cultivate a collaborative programme environment where all stakeholders are valued and empowered, contributing to a shared vision of digital transformation across the university

**Define and Realise Benefits:**

29. Establish clear, measurable benefits aligned with university goals and ensure their timely realisation through effective planning and stakeholder engagement.

30. Implement robust tracking and reporting systems to regularly update senior leadership on benefits progress, adjusting as necessary to maximise value.
31. Identify and address risks to benefits realisation, while continuously refining benefits management practices to ensure ongoing alignment with strategic objectives

**Essential Selection Criteria:**

- PMP, MSP, or equivalent project management certification
- Proficient in project management software tools (e.g., Microsoft Project, Jira)
- Experience in programme management, preferably in a higher education or complex organisational environment.
- Proven experience in managing large-scale, complex programmes with multiple projects, particularly in CRM systems.
- Strong leadership skills with the ability to manage and motivate multidisciplinary teams.
- Excellent communication, negotiation, and stakeholder management skills.
- Previous experience delivering a CRM programme, with strong knowledge of CRM systems and platforms.
- Previous experience of working in an HE setting.
- Proven accountability for managing large budgets, ensuring projects are delivered within budget and providing regular financial updates to senior leadership.
- Proven experience in leading and managing multidisciplinary teams, including staff, key stakeholders and external suppliers, with a strong focus on leadership and motivation.
- Previous experience in stakeholder management, demonstrating the ability to communicate, influence and negotiate with senior leadership, academic, administrative and IT staff.
- Proven accountability for managing risks within a programme, identifying potential risks, developing mitigation strategies and ensuring the programme remains on track.
- Previous experience of working within a governance framework, ensuring compliance with policies, regulations and data protection laws, particularly related to CRM systems.
- Proven experience in managing resources across a programme, ensuring the effective allocation of human, financial and technological resources.
- Previous experience in monitoring and evaluating programme performance through data-driven decision-making and reporting tools like dashboards, with accountability for reporting progress to governance boards.
- Proven expertise in translating business requirements into technical specifications, ensuring alignment between technical delivery and programme objectives, particularly in CRM integration and systems delivery.

**Desirable Selection Criteria:**

- Knowledge of organisational design principles, contributing to the structural alignment of the CRM programme within the broader university context.
- Experience delivering a CRM programme within a higher education setting.

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

#### About Digital Transformation

Information about the University's Digital Transformation programme can be found here:

<https://staff.admin.ox.ac.uk/digital-transformation>

#### About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

#### IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

#### University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly [hr@it.ox.ac.uk](mailto:hr@it.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

### Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

### Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at [researchstaff-subscribe@maillist.ox.ac.uk](mailto:researchstaff-subscribe@maillist.ox.ac.uk) to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on [committee@oxrss.ox.ac.uk](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).