

Job Description

Summary

Job title	Senior Project Manager
Division	University Administration and Services
Department	IT Services, Digital Transformation
Location	Central Oxford with flexibility for hybrid working
Grade and salary	Grade 9: £55,636 - £64,228 with a discretionary range up to £70,029 per annum
Hours	Full time, 37.5 hours per week
Contract type	Fixed-term for one year with the potential to extend, subject to funding
Reporting to	Programme Manager – CRM Programme, Digital Transformation
Vacancy reference	176790

The role

The Senior Project Manager will lead a workstream dedicated to Marketing, Communications & Engagement within the University of Oxford's CRM Programme. This role focuses on designing, developing and delivering an effective CRM solution, in alignment with programme objectives and governance, to support the delivery of marketing events, fundraising and student/alumni activity at Oxford. The Senior Project Manager will work closely with the Business Lead, Change Manager, Programme Manager and delivery partners to ensure that project activities meet the needs of the organisation, balance configuration with standardisation and support the University's strategic goals.

The ideal candidate is a proactive and reliable project manager with a strategic outlook, capable of balancing tactical project needs with broader programme goals in a complex environment. With strengths in governance, risk, and dependency management, they will bring a collaborative mindset to engage stakeholders effectively.

This individual will excel in managing multiple priorities, fostering productive relationships, and championing a high standard of quality across all deliverables. The successful candidate will be an objective, communicative leader, dedicated to delivering sustainable solutions that align with the University's Digital Transformation outcomes.

Please see here for more information about the [University of Oxford's Digital Transformation Programme](#)



Responsibilities

Project Planning and Execution

1. Monitor workstream deliverables end to end to ensure alignment with the overarching CRM Programme plan

Governance and Reporting

2. Collaborate with the Programme Manager, Business Change Manager, Business Lead and other key stakeholders to meet governance standards for the CRM Programme; ensuring transparency and maintaining alignment with CRM programme goals
3. Ensure project governance processes are followed, and reports are submitted to relevant governance bodies, including the Programme Board, Information and Digital Committee (IDC) and any other key Governance forums

Stakeholder Engagement and Communication

4. Build strong, transparent relationships with functions, departments, Colleges, and key stakeholders, fostering collaboration and presenting the CRM programme as a valuable opportunity. Approach engagement as an invitation to a meaningful partnership, highlighting benefits that make participation both attractive and advantageous
5. Manage stakeholder expectations through clear and proactive communication around project progress, risks, and issues.
6. Foster accountable, collaborative relationships with third-party vendors, ensuring high standards of delivery while encouraging innovative contributions that challenge and enhance current practices.
7. Identify opportunities for transformative discussions with the business, facilitating sessions where vendors present “the art of the possible” and inspire forward-thinking improvements in ways of working.
8. Partner closely with Business Change Managers to drive people-focused change, ensuring the CRM programme supports new ways of working and mindsets essential for lasting success

Vendor and Delivery Partner Management

9. Collaborate through the programme manager with the delivery partner to negotiate project deliverables, ensuring accountability for timelines and quality.
10. Proactively manage scope with the programme manager, avoiding customisation while remaining open to valuable configuration options that enhance sustainability and cost-effectiveness

Benefits Management and Realisation

11. Partner with the programme manager, benefit owners and the Change Manager to identify, track and achieve financial and people-focused benefits, ensuring alignment with the CRM programme's strategic goals. Work closely with the Programme Manager to coordinate efforts, supporting a unified approach to value realisation across both business and change objectives

Risk and Dependency Management

12. Identify, assess, and mitigate risks, developing contingency plans to address potential project challenges. Manage project dependencies and proactively address cross-workstream impacts, ensuring smooth, cohesive delivery across related programme workstreams.

13. Align closely with other Digital Transformation programmes, particularly Identity and Data, sharing insights and ensuring coordinated efforts. Promote information and knowledge exchange to leverage synergies, such as clean data benefits and aligned communication plans, which enhance outcomes across programmes.

Budget Management

14. Demonstrate accountability for project/workstream budget, managing resources effectively to ensure costs remain within allocated limits.

Quality Assurance and Continuous Improvement

15. Embed quality management processes throughout the project lifecycle, ensuring deliverables meet University standards and maintain a focus on continuous improvement.

Agile Delivery and Continuous Improvement

16. Implement Agile practices to support adaptive planning, iterative development, and responsiveness to stakeholder feedback ultimately leading to a continuous improvement way of working

Data Migration Management

17. Oversee the integration of data from existing systems into the CRM platform, building up in stages as the project progresses. Ensure data integrity, accuracy, and compliance throughout each phase, collaborating with key stakeholders to address any data quality or compatibility concerns. This phased approach supports a reliable and seamless CRM implementation, fostering stakeholder confidence and engagement.

Selection criteria

Essential selection criteria

- Proven experience in CRM implementation in complex matrix type organisations, preferably in Higher Education or the charity sector
- In-depth knowledge of CRM systems and their implementation processes, including stakeholder management and governance standards
- Demonstrated experience overseeing successful data migration from legacy systems to new platforms, with a strong focus on data integrity, accuracy, and compliance
- Strong project management skills with experience in managing complex, multi-stakeholder projects with end-to-end delivery oversight
- Proven experience with delivery using Agile delivery methodologies, including adaptive planning, iterative development, and responsiveness to stakeholder needs
- Skilled in building effective relationships and maintaining transparent communication with diverse stakeholders and third-party vendors
- Capable of managing stakeholder expectations through proactive, clear communication and issue resolution to deliver successful project outcomes
- Experience fostering collaborative, accountable relationships with vendors, emphasising quality, accountability, and a focus on value
- Demonstrated ability to partner closely with Business Change Managers to drive people-centred changes in ways of working and mindset

- Strong understanding of benefits management, with proven experience working with benefit owners to align with CRM programme strategic goals and achieve measurable outcomes
- Proficient in identifying, assessing, and mitigating risks, with experience in contingency planning and managing dependencies across related workstreams
- Experience of implementing quality assurance processes, ensuring adherence to university standards and continuous improvement throughout project lifecycles
- Demonstrated accountability for project budgets, resource allocation, and cost control to ensure project financial integrity
- Experience in meeting governance requirements within a complex programme setup, ensuring compliance with governance standards and reporting structures.

Desirable selection criteria

- Advanced understanding of data governance and analytics within CRM systems to drive decision-making and benefits realisation across departments
- Skilled in negotiating with vendors to secure innovative, cost-effective solutions, adding long-term value to the CRM programme
- Proven ability to collaborate across digital transformation initiatives, identifying synergies with identity and data programs to enhance overall outcomes.

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 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.

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.

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).

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

To return to the online application at any stage, please go to: 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 70th 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 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://staffimmigration.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.

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 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. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.