



Job Description

Job Title:	Project Manager
Reports to:	Head of Technology, Transformation & Planning
Location:	Hybrid with frequent travel to Scottish SPCA HQ in Dunfermline
Hours:	Fixed Term Contract of 18 Months (35 hours per week M-F)
Salary:	£50,000

Job Overview:

The Scottish SPCA's mission is to make Scotland the best place in the world for an animal to call home. This role is pivotal to supporting the organisation's mission by leading the migration, adoption and optimisation of a fully integrated CRM platform. The CRM will become the backbone of consistent, high-quality customer experiences, enabling teams to work from a single source of truth. By unifying data, streamlining processes, and centralising customer interactions, the platform will support efficient day-to-day service delivery while unlocking the insights required for long-term strategic growth.

You will oversee the end-to-end delivery of the major CRM migration, consolidating data from multiple legacy systems into a modern, scalable solution that integrates seamlessly with our website, payment platforms, and other core services. Your leadership will ensure a secure, smooth, and timely migration that enhances customer experience, strengthens operational efficiency, and positions the organisation for future innovation.

Key Responsibilities:

- Own the full project lifecycle from initiation and requirements gathering through planning, execution, testing, go-live, and post-migration stabilisation.
- Develop and manage the project plan, including scope, timelines, resource allocation, budget tracking, and risk management.
- Coordinate cross-functional internal teams, stakeholders, and third-party suppliers to ensure successful delivery.
- Lead the end-to-end mapping and redesign of customer journeys, identifying current-state pain points, defining future-state workflows, and ensuring the new CRM's configuration, data structures, and automation support an improved, seamless customer experience across all touchpoints.
- Own the end-to-end data architecture direction for the CRM migration by defining business-driven data requirements, governing data quality and compliance, coordinating data model and integration design across technical teams, and ensuring



accurate, scalable source-to-target mappings that enable a clean, future-proof customer data foundation.

- Proactively identify, assess, and manage project risks and issues, maintaining a clear mitigation plan, escalating critical items to stakeholders, and ensuring the CRM migration stays on track with minimal disruption to business operations.
- Manage vendor relationships, including CRM platform providers, implementation partners, and data migration specialists.
- Lead data migration activities, ensuring data quality, mapping accuracy, cleansing, validation, and secure transfer.
- Oversee change management, including training plans, communications, user adoption strategies, and stakeholder engagement.
- Provide regular project reporting and governance updates to senior stakeholders.
- Ensure delivery aligns with agreed scope, quality standards and compliance with data protection, security standards, and internal governance frameworks.
- Drive testing cycles, including UAT, integration testing, and defect resolution.
- Deliver a successful go-live, including cutover planning, contingency planning, and hyper care support.

Person Specification:

Area	Essential	Desirable
Education & qualifications	<ul style="list-style-type: none"> • Project management certification, such as PMP, PRINCE2, Agile, or ScrumMaster 	<ul style="list-style-type: none"> • Experience in the third sector
Experience & job knowledge	<ul style="list-style-type: none"> • Proven experience of delivering CRM migration or CRM migration projects (Salesforce, Dynamics 365 or similar). • Experience working within structured project delivery methodologies (Waterfall, Agile, Prince2, etc). • Strong project management background across planning, governance, risk, budget, and stakeholder management. 	<ul style="list-style-type: none"> • Exposure to DevOps practices, release management, and iterative delivery cycles. • Ability to analyse and optimise business processes before and after migration. • Strong understanding of security best practices, including role-based



	<ul style="list-style-type: none"> • Understanding of customer journey mapping and how CRM capabilities support sales, marketing, and service workflows. • Strong understanding of data migration processes, data governance, and system integrations. • Experience leading cross-functional teams and working with third-party vendors and technical delivery teams. • Strong understanding of GDPR and data privacy principles. 	<p>access, data residency, and audit requirements.</p> <ul style="list-style-type: none"> • Experience reporting to senior stakeholders.
<p>Job related skills / competencies</p>	<ul style="list-style-type: none"> • Excellent communication and stakeholder engagement skills. • Strong problem-solving skills and a proactive approach to risk and issue management. • Excellent planning and organisational abilities. • Customer-centric thinking with a focus on delivering business value. • Comfortable challenging assumptions and driving decisions. • Ability to communicate technical concepts clearly to non-technical colleagues. 	<ul style="list-style-type: none"> • An understanding and commitment to health & safety in the workplace.
<p>Personal attributes</p>	<ul style="list-style-type: none"> • Manage own time efficiently. • Team player who works collaboratively and shares expertise. • Pro-active and solutions-focussed tackling barriers to success as quickly and effectively as possible. • Strong attention to detail and able to perform effectively in a fast-paced environment. 	<p>○</p>



	<ul style="list-style-type: none">• Embraces challenges and able to adapt as you learn.	
Additional relevant criteria	<ul style="list-style-type: none">• Full driving license.• Ability to work flexibly across the Society's various locations.	