JOB TITLE:	ERP and Systems Project Manager
DIVISION/DEPARTMENT:	Operations

1. OVERALL PURPOSE OF JOB

To lead the project management and implementation of an Enterprise Resource Planning System ensuring on time delivery, within scope and budget.

2. WORK RELATIONSHIPS

REPORTING TO (LINE MANAGER):
Chief Operating Officer

REPORTING TO JOB HOLDER (LINE MANAGED STAFF):
N/A

PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT: *(Include nature of work relationship)*
Work with the internal project team to enable the collection and mapping of data, developing a communication plan, and roll out of systems. Support all BirdLife Secretariat staff through the implementation of change. Liaise with stakeholders, process owners and data controllers through the whole organisation.

PRINCIPAL WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN BIRDLIFE NETWORK : *(Include nature of work relationship)*
Liaise with BirdLife Partners where data processes overlap.

PRINCIPAL EXTERNAL RELATIONSHIPS/RESPONSIBILITIES: *(Include nature of work relationship)*
Interaction with third party ERP systems representatives. Management of all ERP project resources Supervision of third party consultants working in support of the project.

2 (a). KEY WORKING RELATIONSHIPS GRID

Contact	Level (1-3)	Contact	Level (1-3)	Contact	Level (1-3)
BirdLife network / other NGOs	2	General public	1	Policy makers (institutional /politicians/ corporations)	1
BirdLife advisory groups, committees, reg. councils	2	Press & media	1	Funding organisations (institutions, foundations, corporations)	2
BirdLife Global Council	2	Regulators/ legislators/ auditors	2	Individual donors/ members	1
Suppliers/service providers	3	Scientific community	1	VIPs/ royalty/ high worth individuals	1

Level of Contact
1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.
2.= Presenting/Representing/Reporting "Relationship management". Independent exposure representing BirdLife. Maintaining individual contacts. Usually managing information flow.
3.= Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.

Note: There is some additional guidance on this in the role evaluation sheet that should be used alongside new role descriptions.

3. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

By main work area:
Project Manage the full lifecycle of the ERP Systems implementation project including: • Oversee the planning, development and implementation of the project   • Define the project scope, goals and deliverables in consultation with key stakeholders   • Define the tasks and requirements and ensure resource availability and allocation   • Measure project performance using appropriate systems, tools and techniques   • Create detailed schedules and timelines that enable effecting tracking and progress of deliverables   • Motivate those designated to the tasks on the project to actively involve themselves in the success   • Ensure effective working relationships with key stakeholders, partners and staff within an international setting   • Lead quality assurance and risk management   • Implement and manage change when necessary to meet project outputs   • Evaluate and assess result of project   • Ensure the project is delivered on time, within scope and within budget   • Create and maintain comprehensive project documentation

4. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES

RESPONSIBILITY AREA	LEVEL OF AUTHORITY
Financial/Budgetary	Delegated Budget authority, explicit to ERP implementation
Contracts – Funders	NA

Contracts – Staff/Consultants	NA
Contracts – Service providers	Delegated responsibility to contract third party work relating to the ERP project
Legal Responsibility	NA
Other	NA

5. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

REQUIREMENTS	KNOWLEDGE/SKILLS/ATTRIBUTES
Minimum General Education	A good general standard of education
Job Specific Education/ Qualification	An Industry recognised Project Management qualification i.e. Prince 2, APM, PMP or relevant experience
Job Specific Knowledge	- Theoretical and practical project management knowledge - Knowledge of project management techniques and tools - Proficiency in project management software - Experience as a project manager with a minimum of two complete project life cycles - Experience in strategic planning, risk management and/or change management - Critical thinking and problem solving - Excellent decision-making and leadership capabilities - Contract negotiation - Conflict resolution experience - Ability to multi-task and strong time management skills
Experience	Significant proven Project management experience gained over a number of successful implementations, including large projects with established firms Experience of working in a multi-site, international environment Analytical and strong organizational skills, with excellent verbal and written ability Specific ERP implementation experience - Experience of multiple ERP software solutions - Experience in Agile teams
Management & organisational skills	- A systematic approach to problem solving - Ability to organise own workload and prioritise accordingly - Ability to work in a team environment liaising with a number of different stakeholders within an international setting

	• Ability to delegate tasks and coordinate teams • Excellent attention to detail, testing and documentation • Proven leadership skills
Communications skills	• Excellent verbal and written skills • Ability to communicate project concepts and deliverables to all audiences, including with people whose first language is not English • Approachable and positive communicator
Analytical Skills	Competent analytical skills, with ability to collate and report to different stakeholders in an appropriate manner utilizing different tools
Creativity & Initiative	• Ability to work to own initiative • Ability to manage time and resources effectively and creatively to meet goals in a cost effective and timely manner
Computer Literacy	• A high degree of computer literacy • Proficiency with related software tools including but not limited to JIRA, MS Excel, MS Project, MS Teams, SharePoint, etc.
Languages	Ability to speak other languages would be an advantage but not essential
Travel requirements	Potential travel to regional office remote sites

OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES

• PMP certification/ PMO experience preferred

Prepared by:	**Date:**
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