Job title: **Project Sage Solution Lead**

Location: **Based from one of our national offices with flexibility to work remotely (must be able to attend our London office on occasion)**

Reports to: **Executive Director of Corporate Services**

Fixed Term: **Permanent**

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose
The MS Society is going through an exciting and vital data and technology transformation including making a significant investment into a programme of work (called Project Sage) that will deliver joined up systems and data architecture to really understand and maximize the potential of the data we hold and replace our existing CRM.

The Project Sage Solution Lead is integral to this change and will take overall responsibility for defining and accepting the delivery of the 'data platform' system functionality in order to ensure and optimise the most valuable and proper functioning and use of the solution to meet user needs.

You will lead on identifying, defining and prioritising functionality requests and coordinating these within delivery plans. You should be able to identify user needs, help a user understand the business value of what they are requesting and work with cross-functional teams to manage and support development, testing and delivery.

Key relationships:

Internal
The post holder works closely with people from across the organisation, understanding users' needs across the organisation and Chair the Key User Group ensuring that the subject-matter experts are regularly contributing and shaping the project.

The post holder become part of the Project Board working closely with its other members the Head of Information Systems and Data Governance and Head of Strategy and Business Intelligence.

External
The post holder will work closely with the key delivery consultants that will be integral to the success of this programme; this will include both the selection of key delivery partners and system providers.

Key Responsibilities:
Our Project Sage Solution Lead will balance needs and expectations of users with the overall requirements of the organisation to deliver against the project business case and vision. Specifically, they will:

- Serve as the lead voice of all users who will use the data platform.
- Identify and analyse user needs and translate to align with product delivery roadmap and strategic goals.
- Owns the product roadmap and development backlog.
- Develop scope and define and continuously refine backlog items (epics/features/user stories) that guide an agile development approach.
- Develop appropriately detailed specifications and acceptance criteria for the product features so they are clearly understood by the development teams.
- Research best practice solution options to support feature development
- Solve product design related problems, make decisions, complete trade-off analysis to stay on track towards business deliverable commitments
- Own (and develop) a fundamental understanding of end-to-end user experience.
- Lead on developing a solution testing approach and oversee UAT
- Act as an ambassador for the data platform solution internally (and externally) and as the primary contact for queries.
- Lead, chair and support the key user group

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Experience

Essential

- Experience in Digital/IT Project Management or Digital Product Ownership/Management
- Significant experience of working with cross-functional teams to develop, shape and deliver a common vision and goal.
- Experience of both traditional and Agile methodologies particularly when working projects of organisational scale, significance and complexity
- Experience of working with a definition of minimum marketable features and minimum viable products.
- Excellent interpersonal skills, and strong stakeholder engagement skills with the ability to influence/persuade as well as engender trust and respect.
- A proven track record of success in pulling together, leading and managing teams comprising of staff dispersed across the organisation (not direct line management), to deliver high quality results to deadlines.
- Demonstrable experience of applying effective problem-solving techniques when the situation demands.

Knowledge and skills
Essential
- Able to work in a rapidly changing environment, and deal with regular change and ambiguity – someone who likes to contribute to shaping how things are done
- Understanding of charities and the different potential data-sets held including what is required to acquire new supporters, the value of beneficiary data and the need to achieve fundraising goals.
- Demonstrable understanding of data platform technology landscape and CRM technologies.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Excellent written and verbal communication skills, with the ability to communicate empathetically and actively listen to a wide range of audiences.
- Excellent organisational, workload and time management skills.
- Demonstrable commitment to collaborative team work.
- Ability to work at pace whilst maintaining attention to detail.
- The ability to focus on impact and deliver outstanding results in a team environment.
- The ability to manage change effectively.

Employment terms

Grade: **H3**

Signed by postholder **Date**

Signed by Executive Director **Date**

MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	**Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.** **As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.**	**Together** **Expert**
Open to change and innovation	**Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.** **As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.**	**Bold** **Ambitious**
Sound decisions	**Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.** **As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.**	**Ambitious** **Expert**

Collaborative working	Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation. As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.	**Together**
Effective Communication	Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate. As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.	**Together** **Expert**
Outcome focussed	Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes. As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.	**Bold** **Together**
Inclusivity	Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work. As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.	**Together**
Accountability	Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.	**Bold** **Expert** **Ambitious**

	As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.	Together
Tech Savvy	Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness. As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.	Bold Ambitious