

CRM Process Improvement Coordinator

Reports to: CRM Process Improvement Manager

Based: CQI office, London

Contract: Permanent, full-time, 35 hours/week

Under the direction of the CRM Process Improvement Manager, the postholder will be responsible for providing pro-active, timely, solutions-focused support to teams across the organisation. This is a new role to reflect the importance of the CRM database to the CQI's activities, as well as the high number of improvement projects planned for 2017 and onwards.

Key responsibilities

- Assisting with the delivery of CRM/database requirements to support membership, L&D & marketing activities; updating and managing data-driven processes ensuring these are consistent and effective.
- Assisting with the scoping and planning of projects and related improvement requests.
- Assisting with testing processes during upgrade projects, including managing bug fixes and re-tests.
- Assisting with managing relationships with external consultants, ensuring all work that is completed is tested and signed off by internal project sponsors.
- Identifying and highlighting potential data issues, and proposing appropriate solutions.
- Ensuring all business improvement and database process documentation is relevant and up-to-date, including improvement and change requests.
- Deputising for the CRM Process Improvement Manager in project meetings, as required.
- Helping implement and maintain a robust database archive policy and process in accordance with relevant CQI Data Protection policies and regulation.
- Identifying and implementing improvements to iMIS (CRM database) and associated software.
- Delivering inductions for new staff on iMIS and performing relevant iMIS training as required.
- Pro-actively contributing ideas and suggestions to ensure continuous improvement. Working collaboratively with colleagues across the organisation on cross-team projects
- Applying the principles of good governance, assurance and improvement; consistently using, contributing to, and improving the CQI's business management system.
- Acting as an ambassador for the CQI, representing the organisation internally and externally when required, in line with the Behaviours for Success.
- Any other activities as directed by the CRM Process Improvement Manager, within reason.

Key skills required

- Ability to understanding technical information and processes, and to be able to explain these to others in an easy-to-understand way.
- Ability to establish and maintain effective working relationships with colleagues and stakeholders.
- Excellent professional written and spoken English, with a good telephone manner (in order to write clear and effective guidance documents, as well as provide support via phone or face-to-face on iMIS-related queries).
- Strong time-management with the ability to work across multiple projects and prioritise workload according to organisational requirements.
- Excellent attention to detail with good problem-solving and good analytical skills.
- Ability and willingness to be positive, flexible, pro-active.
- Commitment to providing a high quality service to all staff.
- Ability to multi-task, remaining calm in busy or complex situations.
- Commitment to continuous professional development and pro-actively seeking opportunities to learn.
- Willingness to keep up to date with developments in new technology.
- A demonstrable interest in technology and the desire to develop knowledge and skills within this area.
- An understanding of information legislation, such as the Data Protection Act, would be an advantage.

Experience required

- Experience of using databases within an office environment – ideally in a membership context – with an understanding of how CRM databases reflect business processes.
- Experience of process mapping and process documentation would be an advantage.
- Experience of MS Visio would be an advantage.

To apply or for more information please contact careers@quality.org or 0207 245 8594. All applications should include a CV and cover letter.

The Chartered Quality Institute is a professional membership body with a range of products and services aimed at raising awareness of quality (governance, assurance, improvement) and growing capability within organisations in all sectors. Operating under two brands, the Institute has a professional membership of 10,000 (CQI) as well as certifying over 10,000 people worldwide in the specialist profession of management system auditors (IRCA). Our training course portfolio provides the industry standard for quality professionals.

For more information about what we do, please see www.quality.org.