

Third Sector Design

Project Manager / Functional Consultant

This is a **rewarding and challenging** role that is at the heart of our client work. You will work on a range of interesting and varied projects alongside a small, friendly and experienced team. We are looking for a **self-starter** with a **track record** of working with non-profits, and helping people become more effective in their day-to-day work.

Job description

You will be the project manager and functional consultant for a **portfolio of clients**. For each client, you will:

- act as the primary point of contact, maintaining a good working relationship with them, ensuring they are happy with our services
- develop a deep understanding of their work, aims and objectives and their day-to-day activities
- provide appropriate tools and solutions that are simple to use and aligned with their aims and objectives
- provide support, training and empowerment that helps them make best use of the tools and solutions which we have provided
- ensure that we are focused on their priorities, and that we are delivering value for money, on time and within agreed budgets

You will be able to **draw on the support and expertise of others in the team**, including other project managers, functional consultants, developers and designers. You will also assist other team members with clients from their portfolios as time and resources permit.

Wherever possible, you will meet client needs using already existing out-of-the-box tools (typically based on CiviCRM and WordPress). **Examples of solutions** that we build for clients include:

- an improved membership experience that increases conversion rates for sign up and for renewal
- a fundraising campaign with targeted messaging, tools and strategies to monitor and evaluate the campaign
- a volunteer portal that allows potential volunteers to browse and sign up for volunteering opportunities
- a website for a training provider that promotes their courses and provides a simple way for people to register and manage their attendance

As well as client work, you will be involved in internal projects to improve tools and processes we use to expedite our work.

Skills and experience

The best candidate will have all of the following skills and experience but **you do not need to tick all the boxes to apply**. We would be happy to shape the role around your current skills, and help you develop into the role.

You will have

- experience in project management and successful delivery of digital projects
- the ability to **communicate technical ideas in simple language** - to actively listen and interpret client needs, and to question assumptions in a friendly manner
- an understanding of non-profit organisations, the challenges they face, and how technology can be used for social good
- **excellent interpersonal skills** and an easy confident rapport with clients
- the ability to work under pressure and pivot priorities when necessary, handling any issues professionally whenever they arise
- experience working with **CiviCRM and WordPress** or similar technologies, in partnership with developers and designers
- commercial awareness with the ability to set and meet monthly targets for work
- an openness to sharing skills and mentoring others, and reflecting openly within the team on successes and failures
- a willingness to take on new responsibilities, and be comfortable working remotely and independently

Other useful skills and experience

- experience delivering training and facilitating discussions and workshops
- experience with accessibility, user experience and user interface design
- a track record of managing large technical projects over long periods of time
- technical skills like front-end design, HTML, CSS, etc.
- experience working in open-source communities

We are interested in other relevant skills and experience not mentioned above that you could bring to the role.

About us

We work with many **inspiring non-profit organisations** (see our website for some recent examples). We work with our clients on a long term basis, training and empowering them to make the best use of the solutions we provide. We do our utmost to ensure the tools

we provide are appropriate to their needs, and that we are having a significant positive impact on their work.

The primary tools we use day to day are **CiviCRM and WordPress**. We play an active role in these communities, contributing back where possible, in order to have the biggest impact on the non-profit technology community.

Our staff are the heart of our business, and our friendly collaborative and motivated team is the driving force behind our work!

Salary, benefits and working arrangements

The salary range is **£34,976 to £49,016** depending on experience. This is a permanent role with a six month probationary period. You can choose between 4 or 5 days per week pro rata. We are happy to consider requests for flexible working arrangements.

There are 30 days of annual leave per year pro rata. There are no specific days on which you have to take annual leave. We make a 3% contribution into a company pension scheme in addition to the mandatory 5% employee contribution.

You will have a monthly catch up meeting with your line manager and an annual appraisal to review the past year and set personal development and training goals for the year ahead.

We are a 'remote first' organisation with staff primarily working from home. We all meet up between two to four times a year. Staff who live close to each other often meet more frequently in co-working spaces. The role may involve some international travel (typically not more than one trip per year). There is a budget for home office equipment.

How to apply

If this sounds like the perfect role for you, please email a CV and covering letter to careers@thirdsectordesign.org. In your letter, please include an example of a recent project where you applied skills and experience relevant to this role.

We will shortlist candidates for an initial interview via video call where we'll talk about your career so far, your relevant skills and experience, and your future ambitions.

This advert will run until we have found the right person but we are aiming to shortlist applicants on 16th May 2025. If this date has passed and the job advert is still live on our website, please get in touch with your details.

We look forward to reading your application!