

# Technical Project Manager

## Candidate Information Pack

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### Role: Summary

<b>Job title:</b>	Technical Project Manager
<b>Department:</b>	Information & Communications Technology
<b>Status:</b>	6 months fixed term post subject to the Library's general employment policies
<b>Status:</b>	PAYE or Contract
<b>Salary Band:</b>	Circa £50,000 to £58,000 pro-rata
<b>Location:</b>	St James's Square, London SW1
<b>Reports to:</b>	Director of Finance & Resources
<b>Direct reports:</b>	None
<b>Key relationships:</b>	Executive Team Library staff IT department Members External contacts and suppliers
<b>Purpose:</b>	Drive and deliver the next phase of our CRM Project, based on Microsoft Dynamics 365, which will have a direct, improved impact on the experience of the members, staff and stakeholders at the London Library.

### CRM:

Improved beginning to end member experience, integration with other library systems and enhanced reporting information for staff use are some of the key outcomes expected at the end of implementation.

The system gathers relevant member information, allows for online application processing and a member self-service log in portal. It has API links into all other systems including ALMA (the Library's Management System) and the finance system.

The focus is on Agile Delivery Methods such as SCRUM and KANBAN rather than PRINCE2. Familiarity with Agile tools such as Trello and ways of working is key.

## **Role: Key Duties**

- Drive and deliver Phase 1b of the CRM workstream, delivering projects involving integrations between multiple 'enterprise' systems.
- The main contact and project lead, with liaison between suppliers, systems and the Library stakeholders such as IT, Membership and Library Services, using strong communication skills to discuss user Interface, technical and data issues.
- Co-ordinate people and processes, ensuring that projects are delivered on time and produce the desired results.
- Upskilling and development across the CRM and technical tools.
- During the implementation process, document procedures and train key members of staff to use the systems, produce and create required reports and to understand how the systems work and why.

## **Person: Key Skills**

The Technical Project Manager is comfortable with data migration and takes ownership of a technically challenging workstream.

Experience of working in libraries, charities, education or not for profit sectors, particularly with a Membership organisation that has a similar profile - with highly invested members who expect a premium service - would be a bonus.

- Experience of delivering projects with Microsoft Dynamics 365 is essential.
- Experience of working with API's and data migrations is essential.
- Experience of managing the deployment, training and adoption of new systems is essential.
- Experience of working with MS Project Azure Dev Ops and Trello are desirable.
- Experience of working with ALMA is desirable.

The job description set out above does not form part of the contract and may be subject to amendment at the discretion of the Director of The London Library.

## Person Specification

	Desirable	Essential
<b>Qualifications</b>		
<ul style="list-style-type: none"> <li>Relevant IT or Project Management degree or qualification by experience</li> </ul>		✓
<b>Experience and Knowledge</b>		
<ul style="list-style-type: none"> <li>Proven experience in implementing a CRM System - in a similar size organisation</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of devising specifications for and commissioning new software packages in general</li> </ul>		✓
<ul style="list-style-type: none"> <li>Strong experience in project management</li> </ul>		✓
<ul style="list-style-type: none"> <li>Familiarity with Library Management Systems, preferably ALMA</li> </ul>	✓	
<ul style="list-style-type: none"> <li>First-rate general IT skills</li> </ul>		✓
<ul style="list-style-type: none"> <li>Advanced IT skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Testing CRM's during and after implementation</li> </ul>		✓
<ul style="list-style-type: none"> <li>Working with external suppliers and internal stakeholders</li> </ul>		✓
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Ability to work with absolute discretion, tact and confidentiality</li> </ul>		✓
<ul style="list-style-type: none"> <li>Proven ability to problem-solve</li> </ul>		✓
<ul style="list-style-type: none"> <li>Proven ability to learn new systems quickly</li> </ul>		✓
<ul style="list-style-type: none"> <li>Ability to prepare effective reports, guides, training and promotional materials</li> </ul>		✓
<ul style="list-style-type: none"> <li>Excellent oral communication skills, both one-to-one and with groups</li> </ul>		✓
<ul style="list-style-type: none"> <li>Ability to contribute constructively to management-level discussion</li> </ul>		✓
<ul style="list-style-type: none"> <li>Proven ability to organise own work and use time effectively</li> </ul>		✓
<ul style="list-style-type: none"> <li>Proven ability to initiate, follow through and complete projects</li> </ul>		✓
<b>Teamwork and Personal Impact</b>		
<ul style="list-style-type: none"> <li>Creativity: ability to think beyond existing practices to identify and implement potential improvements</li> </ul>		✓
<ul style="list-style-type: none"> <li>Presentation of a positive and professional attitude at all times</li> </ul>		✓
<ul style="list-style-type: none"> <li>Attention to detail: ability to work accurately, methodically and successfully to deadlines</li> </ul>		✓
<ul style="list-style-type: none"> <li>Tact, diplomacy and flexibility</li> </ul>		✓
<ul style="list-style-type: none"> <li>Patience, resilience and a positive attitude to problem-solving</li> </ul>		✓

## Key Information

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### Hours of Work, Pay and Benefits

#### Hours of work

This is a full-time position working 35 hours per week, Monday-Friday.

#### Salary

c.£50,000 to £58,000 pro-rata, depending on experience.

#### Annual leave

25 days plus 11 days when the Library is closed for public holidays (pro rata).

#### Pension

The Library operates a Group Personal Pension Scheme. Details may be seen at the Library. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

#### Meal allowance

In addition to salary, the Library gives a taxable "meal allowance" of £2.08 per day to all members of staff working a full seven-hour day.

#### Season tickets and bicycle loans (subject to a qualifying period)

Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

#### Access to collections

The facility to make full borrowing use of the Library's collections (up to 10 books at a time) and online resources.

#### Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

#### Training & Development

The Library is committed to the support and development of all staff. We aim to ensure that all members of staff not only have the knowledge, skills and experience necessary to be successful in their jobs, but also to fulfil their career potential.

#### Rest facilities

Staffroom with small kitchen and dining area offering free tea and coffee-making facilities.

# Application and selection procedures

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## Selection process

If you have any queries or wish to have an informal discussion about the role before applying, please contact Claire Rudman (HR Manager) on 020 7766 4754; [claire.rudman@londonlibrary.co.uk](mailto:claire.rudman@londonlibrary.co.uk).

## Timetable

**Deadline for applications to be received**  
**31 July 2023** (by midnight)

### Interviews

We expect interviews to take place in early August.

## To Apply:

Please download the application form from our website, complete all three sections and send them

### by email to:

*[vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk)*

### by post to:

Vacancies: Technical Project Manager  
The London Library  
14 St James's Square  
London SW1Y 4LG

## Appendix – GDPR Privacy Notice

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This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### Who collects the information

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

### Data protection principles

We will comply with the data protection principles when gathering and using personal information.

### About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, ie before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

### Where information may be held

Information may be held at our offices and those of our third party service providers.

### How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see our data protection privacy notice (employment).

### Your right to object to us processing your information

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if you wish to object in this way.

## **Your rights to correct and access your information and to ask for it to be erased**

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## **How to complain**

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

**Part A**

**Up to and including the shortlisting stage**

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
<b>Your name and contact details (ie address, home and mobile phone numbers, email address)</b>	From you	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome  To inform the relevant manager or department of your application
<b>Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests</b>	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision  The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
<b>Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs</b>	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
<b>Details of your referees</b>	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process  To comply with legal/regulatory obligations  Information shared with relevant managers, HR personnel and the referee
<b>Information about your health, including any medical condition, health and sickness records</b>	From you	Legitimate interest: to carry out a fair and non-discriminatory process  Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process



## Part B

### Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
<b>Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers</b> Δ	From your referees (details of whom you will have provided)	<p>Legitimate interest: to make an informed decision to recruit</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To obtain the relevant reference about you</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with relevant managers and HR personnel</p>
<b>Information regarding your academic and professional qualifications</b> Δ	From you, from your education provider, from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
<b>Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information</b> Δ	From you and, where necessary, the Home Office	<p>To enter into/perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interest: to maintain employment records</p>	<p>To carry out right to work checks</p> <p>Information may be shared with the Home Office</p>
<b>Information about your health, including any medical condition, health and sickness records</b>	From you	<p>Legitimate interest: to ensure intrinsic elements of the role can be met</p> <p>To enter into/perform the employment contract</p> <p>Necessary for performance of rights and obligations in connection with employment</p>	<p>To ensure intrinsic elements of the role can be met</p> <p>To establish if any reasonable adjustments can be made</p>

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.