

## JOB DESCRIPTION

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**Role Holder:****Role:** Digital Programme Manager**Department:** Deputy Clerk's Department**Reporting Line To:** Simon Hutchinson, Deputy Clerk**Located At:** Goldsmiths Hall, Foster Lane, London, EC2V 6BN

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### **PURPOSE OF THE POSITION**

The Goldsmiths' Company is undertaking a series of transformational projects that will identify and support a range of business applications with the aim of optimising the Company's digital capability. With a good understanding of data management tools and processes, the Digital Programme Manager will take the lead in analysing the digital and data management needs of the business and, working closely with the Deputy Clerk and IT Manager, will scope and implement potential solutions.

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### **RESPONSIBILITIES**

#### **1. CRM System (Salesforce)**

Acting as the Company's Salesforce Administrator, manage and develop the Company's CRM system (Salesforce) to create one view of the Customer:

- Manage third-party contractors in developing the system, including website integration.
- Transfer and upload historic data and manage any data integrity issues
- Identify training needs for all users of the system, and provide ongoing support
- and first-line support
- Oversee and roll out an ongoing development programme, including tri-annual releases.
- Review the scope of Salesforce to include additional modules to maximise impact and use across the organisation.

#### **2. Development of Company 'Digital First' Systems**

To provide scoping, procurement and project management support for the development, maintenance and improvement of company systems as required.

- This will include support to the Goldsmiths' Digital project, with particular emphasis on the tender and procurement processes for a CMS and DAMS in conjunction with the Library & Archives and Collections departments.
- Other projects may include the development of an app for the Company membership.

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### 3. Websites

Act as website manager for the technical side of the Company's websites and being the point of contact with third party developers. Carry out updates and development work when needed. Support colleagues using the Company's websites.

### 4. Information Management

To lead on the Company's approach to data mapping and data flow processes. Review the Company's electronic data filing systems and identify ways to achieve efficiencies and ensure GDPR compliance. To create a system of data preservation for digitally archived material.

### 5. GDPR

- Support the Deputy Clerk (the Goldsmiths' Company's Data Protection Officer) in identifying tools and processes that enable a GDPR compliant and effective approach to data management across the Company.
- Define and manage the GDPR policy processes, including identification and reporting of data breaches, response to Subject Access Requests and any other requirements of the General Data Protection Regulation.

6. Bring a robust project management and best practice approach to managing the delivery of a range of transformational projects and applications.
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## **SKILLS**

- Proven ability to apply robust project management methodologies, including the ability to scope and manage delivery of complex projects to agreed timescales and within budget.
- Salesforce Administrator qualification (or equivalent)
- Understanding of data processes
- Understanding of GDPR compliance and processes
- Experience of website management and development (ideally with WordPress experience)
- Excellent communication skills, oral and written
- Experienced in change management, able to make a strong case for change and supporting colleagues to overcome resistance to change

## **PERSONAL ATTRIBUTES**

- Awareness of Company culture and sensitive to needs of others
- A resilient and proactive approach
- High energy and ability to manage multiple projects and deliverables