

Digital Transformation Programme Manager

Grade: B Lower – Operational

Job Title	Digital Transformation Programme Manager
Department	Systems, Digital and Data
Reports to	Director of Operations
Matrix management	Head of Systems, Digital and Data (dotted line)
Direct Reports (if any)	None
Location	London
Working Hours	Full-time
Contract Type	2 year fixed term contract

Role Purpose

To lead the delivery of the ITF's Digital Transformation Programme, building on the next phase of the integrated CRM platform. The initial focus is the Maritime Operations Project, alongside continuous improvements to the Microsoft 365 CRM platform.

Working across departments, the postholder combines programme management, stakeholder engagement, business analysis and change management to deliver lasting organisational benefits, and to establish the governance, processes and knowledge needed for the platform's long-term operational success. They work closely with the Director of Operations, the Head of Systems, Digital and Data, departments and external delivery partners.

Matrix management

The Head of Systems, Digital and Data has a dotted-line relationship with the postholder, providing technical oversight, allocating Systems, Digital and Data department resources and ensuring alignment with the ITF's technology strategy and architecture. The postholder works with the resources allocated to the programme and coordinates delivery with internal stakeholders and external suppliers.

Core Responsibilities

Programme Delivery

- Lead delivery of the Digital Transformation Programme, achieving agreed outcomes, timescales, budgets and quality standards
- Develop and maintain the programme roadmap and portfolio with the Director of Operations, the Head of Systems, Digital and Data and departments, prioritising and sequencing initiatives against dependencies and delivery capacity
- Coordinate concurrent projects and workstreams, including planning, governance, reporting and risk management, and recommend priorities for new requirements through the Systems, Digital and Data Governance Group
- Coordinate business analysis, design, testing, UAT, implementation and deployment, and prepare departments to adopt new systems
- Monitor performance, risks, dependencies and benefits, report to senior management and governance groups, and support post-implementation review and transition into business as usual

Business Analysis and Organisational Change

- Work with departments to identify improvements to services and ways of working through digital technology, using workshops to review current processes and design future operating models

- Develop requirements, process maps and documentation, and promote common processes and standards towards a single CRM platform
- Lead change activities, including stakeholder engagement, impact assessments, communications, training and adoption planning, so new systems become embedded
- Build relationships with departments, affiliates where appropriate and external partners so the programme reflects organisational priorities

Supplier and Partner Delivery

- Coordinate day-to-day delivery by implementation partners, contractors and suppliers against milestones and quality standards, monitoring performance and risks and escalating issues
- Work with the Head of Systems, Digital and Data on knowledge transfer and the transition of technical support and development arrangements

Governance and Continuous Improvement

- Ensure the programme complies with ITF policies on information security, data protection, procurement and governance, and keep accurate programme records
- Contribute to improving programme management standards and delivery methods, capturing lessons learned

Organisational Flexibility

- Undertake any and all duties as directed by the General Secretary to meet the needs of the organisation, up to and including redeployment to other sections, regions and departments

Person Specification

Essential

- Degree or equivalent professional knowledge and experience
- Proven delivery of medium to large-scale digital transformation, CRM implementation or organisational systems programmes, using recognised programme and project management methodologies
- Experience leading complex programmes with multiple stakeholders, concurrent workstreams and external delivery partners, including programme governance, risk and dependency management, benefits realisation and transition into operational support
- Experience with CRM platforms and related technologies, such as Microsoft Dynamics 365, Power Platform or Microsoft 365
- Experience of change management, including communications, stakeholder engagement, training and user adoption planning
- Strong organisational analysis skills, including facilitating workshops, reviewing processes and developing requirements
- Experience coordinating suppliers and implementation partners to deliver quality outcomes and value for money
- Ability to build credibility and influence decisions without line management authority, in a matrix-managed organisation
- Excellent written and verbal communication, for technical and non-technical audiences
- Organised, resilient and solutions-focused, with the integrity to maintain confidentiality and act in line with ITF policies and values

Desirable

- Experience of Microsoft Dynamics 365 CRM implementations, and of Power Platform, Microsoft 365 or Azure
- Experience managing outsourced technology suppliers or software development partners
- Experience of data migration, systems integration and process redesign
- Experience in an international organisation, trade union, membership organisation or not-for-profit

- Knowledge of Agile, PRINCE2, MSP or similar, and a programme management, business analysis (BCS) or change management (Prosci, APMG) qualification

Key Defining Factors

Factor	B Lower Definition – Operational Roles
Knowledge and Skills	Requires advanced theoretical and practical knowledge in a specific field, typically built through a professional qualification and enhanced by significant experience in a union, NGO or international context. Needs strong project and relationship management capabilities, alongside an understanding of the wider political, legal or organisational frameworks in which ITF operates.
Responsibility	Leads the delivery of a key project, programme or service area with impact across teams or regions. May manage staff, consultants, or budgets, and is accountable for the quality, timeliness and relevance of outputs. Has broad responsibility within their area, with access to senior leadership for guidance on wider strategic direction.
Decisions	Exercises judgement in managing complex, evolving issues, using a blend of technical knowledge and political awareness. Required to interpret guidance, make operational decisions, and resolve problems creatively. Strategic or contentious matters are escalated appropriately, but the role is largely self-directed within agreed objectives.
Complexity	Works across diverse tasks and topics that often intersect with other teams or disciplines. Juggles priorities and must manage frequent change and ambiguity. Needs to apply both technical knowledge and interpersonal skills to deliver results in a fast-paced environment.

ITF Values and Competency Expectations (B Lower)

ITF Value	Competency	Expected Level	Example Behaviours
We Are Democratic	Inclusive and Accountable Engagement	Accomplished	Builds trust across functions and teams; shares decisions transparently and welcomes diverse input
We Are Dynamic	Agile Thinking and Proactive Learning	Accomplished	Scans for operational improvements and new technologies; adapts systems and workflows to evolving needs
We Are Determined	Purposeful Commitment and Resilience	Accomplished	Delivers services reliably under pressure; shows persistence in driving improvements and resolving issues
We Demonstrate Solidarity	Collective Action and Internationalism	Accomplished	Works across departments and cultures with empathy and purpose; links operational decisions to ITF's wider mission