

Implementation and Training Project Manager

Lamplight is seeking a new full-time Implementation and Training Project Manager to join our busy and friendly team. You will be transforming the digital lives of our charity customers, helping them to organise their information and increase their positive influence on the world.

Are you able to bring people through a process of data-based change, with a head for IT, and an affinity with the charity sector? You'll join our small, friendly team who work around the country from home, or in our office in Liverpool. We aim to provide a supportive work environment that allows you to balance your work with your life. We're working to build a team that reflects the rich diversity of the UK and are keen to welcome the new outlooks and insights you bring. The salary for this post is between £26,200 and £30,200 with 28 days holiday.

Lamplight is a database specifically designed for charities so that they can record, monitor and report on their services and users. We work with charities that deliver a wide range of services to all sorts of different people all over the country.

We offer a range of services to support the effective use of Lamplight. Implementing a new system for a Customer is the first, and most involved of these services.

We work with the Customer to understand their requirements for data capture and reporting and then configure the system to reflect this. This is currently carried out remotely (via email and telephone/ video call consultation). As Covid restrictions are further lifted it's likely there will be some occasional on-site visits to customers.

Once the system is set up, we offer training on the new system for their staff. Training is supported with a customised training manual and usually carried out through a series of short Zoom sessions. We also offer bitesize training sessions for established customers on a variety of topics.



We are looking for someone who can help charities through this process of change. Of course change can also be challenging, and as an implementer you will need both analytical and people skills. The end result is often transformative – we've been told “Lamplight is the heartbeat of our organisation” - and it's exciting to be a part of this.

The role

Customers who choose to take Implementation support will require you to support them through the initial sign-up stages, consultation and set-up, and their first couple of months of live usage.

We have developed a comprehensive implementation workbook and training materials that you will work through with the Customer to structure the process.

Implementation is an iterative process with the Customer. You will:

- agree an implementation timetable and project plan with the Customer
- through a series of phone calls, email contact, and on-site visits (when required), work through the Implementation Workbook with the Customer to thoroughly identify their requirements
- translate the requirements identified into Lamplight
- set up their system so that it is ready for use
- prepare and deliver training **remote/on-site** if required
- provide any follow-up support, and then sign-off and hand-over internally.

At any one time you will have a case load of Customers that you will be working with: a “medium-sized” implementation tends to take around 5 days spread over 1-3 months. While you will take the lead implementing a particular Customer, you won't be alone – we often bounce ideas or problems around internally to find the right solution for a particular scenario. This isn't a programming role – you will configure the system using the tools built into the product itself.

You will also be actively involved in shaping the on-going development of our products, drawing on your experience with Customers.

What are we looking for?

You will be:

- ready to listen. A positive, patient and friendly approach is essential. If you don't understand the problem you won't be able to find a solution. You will be able to clarify issues, ask probing questions, and provide structure to often complex or muddled requirements.
- able to understand and respond to each customer as an individual with different levels of understanding. If they feel frustrated with the system, just knowing the solution may not be enough to resolve the issue;
- sensitive to the different ways that people communicate and learn effectively;
- persuasive. You will need to be able to assist with internal buy-in and change management, communicate information appropriately and enthusiastically.
- knowledgeable about the Voluntary Sector (though not necessarily professionally). Lamplight is designed specifically to meet the challenges facing charities, and you'll need an in-depth appreciation of what those are.
- comfortable using computers, and able to build confidence in others. You are comfortable using database systems and can explain the benefits a system provides.
- able to deliver training to mixed groups of learners.

Ideally

- You have some understanding of how databases work. This isn't a programming role, but it is a technical one, and a high level understanding of relational databases is desirable.
- Having used Lamplight before will be an advantage.
- You have led an organisation through a complex change process. You may have been trained in project management or something similar.
- You'll know about data protection principles, and data security.
- You'll be able to write about technical issues clearly, contributing to the on-going development of our support resources.

You'll be careful to make sure that in all your work you are inclusive and accessible to all, taking into account the different backgrounds, skills and understandings of our customers.

We are a relatively small team so there will be other tasks from time to time that don't fit neatly in a job description.

Hours per week: 37.5 hours (Mon – Fri 9 a.m. – 5 p.m.)

Although this is advertised as a full-time 9-5 role, many of us work different patterns and we will try to accommodate different arrangements if you need them, for example compressed hours, different core hours, or additional leave entitlement to cover school holidays etc.

Location: Either from home, or from our office in Liverpool.

Your development: We will provide full training in Lamplight, and also offer other opportunities for learning and development on an on-going basis.

Team: You'll report to the Deputy Head of Implementation and Training, joining a team of 11.

Salary: £26,200 - £30,200, depending on experience.

Leave: We offer 28 days holiday per year plus public holidays.

About Us

Lamplight is a database specifically designed for charities to record, monitor and report on their services and users. It helps them keep track of the work they do and the impact that it has. We currently have over 500 customers who deliver a wide range of services – youth services, volunteering, housing, social services and supporting victims of violence and abuse, to name but a few. Our focus is always on helping customers to make a real difference in the work they do.

We are a small but growing team of 20. We serve a widely diverse community of users, and we value their different voices and experience.

We're committed to inclusion and equal opportunities and to providing our employees with a work environment free from discrimination in which all can thrive. We recognise and value the benefits of a diverse workforce and we are seeking applications from people of all backgrounds. If you have accessibility requirements and would like information in a different format, email jobs@lamplightdb.co.uk to make alternative arrangements.

We are a [Mindful Employer](#) and seek to support the mental wellbeing of our staff.



Our Values

Our core principles are a guide of how we behave:

- Integrity: we work honestly and have an open work culture.
- Friendliness: we work to build strong relationships with our clients, partners and have a work environment that is friendly and relaxed.
- Knowledge: we are rooted in the sector and our involvement and previous experience in the sector means we can relate easily to our customers and deliver value. The customer is always at the heart of our decisions.
- Accessibility: we are flexible and work to provide a system that is widely available to all.
- Quality: we provide a supportive environment and adopt easily understandable language ensuring the system is easily understood by users.

To Apply

Please apply via our recruitment site <https://www.lamplightdb.co.uk/join-us>. Feel free to contact Clare Elgar on <mailto:clare@lamplightdb.co.uk> if you'd like to find out more first, or if you need to apply in a different format.

We will ask you to answer around six competency-based questions that aim to reflect the sorts of things that the job involves. You'll complete this online, along with contact information and demographic questions. Your responses are then anonymised, and after the closing date, the selection panel will review and score your responses alongside all the others. Total scores are calculated, and the panel will select the candidates they'd like to meet at interview. Only once that decision is made are the panel able to see your name and contact details. We've adopted this methodology from Applied (<https://www.beapplied.com/applied-sift>). So please don't just send us a CV!

We do this because we accept that we are not always aware of the unconscious biases that shape our decisions. By removing some of the information that may trigger those biases we can focus on your responses and your suitability for the role. We introduced this as part of our work to improve our approach to equality and diversity, including staff training, reviews of products and services, and our internal processes.

The closing date for applications is 5pm on the 8th April 2022. Interviews will last around an hour and be held on 25th, 26th, 27th April, on Zoom (please let us know when applying if this will be difficult).