Leadership is a process of inspiring and engaging others to move together in a particular direction and to achieve a desired goal collectively. Conscious leaders are citizens who activate and sustain this process for the benefit of their organisations, wider communities and their countries as a whole.

To effectively tackle the dysfunction that characterises the education sector in South Africa, and to formulate viable, sustainable solutions to this critically important challenge, we believe that there is a strong need to develop conscious leaders to drive the change that is sorely needed in public education and other sectors in South Africa.

Since its inception in 2010, Symphonia for South Africa NPC (SSA) has had the privilege of leading a powerful movement to mobilise active citizenship, cross-sectoral collaboration and leadership around the critical issues facing South Africa. To date, the organisation has focused predominantly on education, primarily through its flagship programme, Partners for Possibility (PfP). The PfP programme is a multi-faceted nation-building initiative that seeks to create conscious leadership by encouraging cross-sectoral collaboration, mobilising communities and building eco-systems around under-resourced schools.

As an established organisation with significant project-specific support entering its tenth year, SSA seeks to progress its vision for strategic and systemic impact in education and beyond, and is growing to support its capacity to deliver scaled initiatives that can deliver complex social change. The Customer Relationship Management Systems Manager (CRM Manager) will be responsible and take ownership of stakeholder data management and collaboratively explore ways to unlock the potential within the SSA contact lists.
WE ARE LOOKING FOR SOMEONE:

- Who cares deeply about South Africa and wants to contribute to addressing one of our toughest challenges (education)
- Willing to be on a steep development curve and work with a sense of urgency to achieve our collective dream: quality education for all OUR children
- Who identifies with the PfP leadership development model and philosophy
- Willing to “figure stuff out”, given that we are doing something that has never been done anywhere else in the world (and there are no manuals and “best practice” to fall back on)
- Whose immediate response to a challenge is to say “Yes, let’s find a way” rather than to find reasons why something cannot be done
- Who approaches challenges with a sense of curiosity, takes time to think, invites others to contribute to solving the problem at hand before coming to a conclusion and decision on the way forward
- Who is networker and feels comfortable in diverse groups
- With a spirit of abundance and generosity
- With a high EQ and low sense of self-importance
- Who identifies with the ethos and values of SSA.

COLLABORATION: AT THE HEART OF WHAT WE DO

The concept of collaboration remains at the core of SSA’s work, and we relish every opportunity to continue exploring the many dimensions of collaboration.

We strongly believe that collaboration is a deeply human activity and that a key indicator of an organisation’s strength is the capacity and tendency of its people to collaborate. One of our goals, therefore, is to operate as part of a wider network of collaboration partners. This feeds firmly into our belief that addressing the South African education crisis requires a multifaceted partnership approach and the development of multiple strategic eco-systems.

PfP’s bold and audacious vision is quality education for all children in South Africa, and we remain steadfast in our mission to support the radical transformation of education outcomes within the next decade by empowering school principals to become change leaders in their school and communities. Our immediate goal is to reach 2,000 under-resourced South African schools by 2020.

It is with this in mind that SSA seeks to employ a CRM Manager who will work closely with a local and national leadership team and other colleagues to lead the implementation of a CRM system and ensure that the collective leadership extracts the maximum value from this system in keeping track of all the stakeholder relationships.
**PURPOSE AND PRIORITIES**

As the incumbent CRM Manager, you will be tasked with accurately visualising and therefore utilising the significant organisational asset – the network of SSA’s relationships.

You will be required to implement and maintain a highly effective and efficient relationship data management system, including but not limited to, resource mobilisation data, strategic contacts data, recruitment data (business leaders and principals), media and marketing data, Department of Basic Education and government relationship data, collaboration partnership data, research and academic partner data, advocacy data, international contact data and programme monitoring data.

Your role will include the provision of much-needed support to the organisation and team members through active tracking of relationships across the country, maintaining the quality and accuracy of existing relationship data, identifying and managing different contacts and relationships, so that communications and information remain relevant to the business sectors to which they will relate.
ROLE SPECIFICATION

Vision and Values
- Alignment with the vision and mission of PfP
- High expectation of self and others and an unwavering commitment to living the values of SSA.

This role includes, but is not confined to:
- Leading the development and implementation of a data management system from the current system to Microsoft Dynamics 365
- Creating an enabling environment for information currently held on individual team member’s computers to be transferred onto the central database
- Taking overall accountability for the relevant database system and documenting critical processes
- Ensuring that relevant staff members and support teams are trained on the system to support continual updating of the database
- Attending to the interfaces and overlaps between Dynamics 365 and other systems currently in use for the management of SSA data, and seeking optimal integration between these systems
- Providing ongoing support to ensure that the team utilises the data system to effectively manage and track all relationships and resource mobilisation and recruitment activities
- Utilising the support of staff members to regularly refresh and update data
- Understanding data structures and HTML coding
- Maintaining system configuration including user set-up and screen customisation and layout
- Championing data accuracy and data literacy
- Understanding data protection (POPI/GDPR).
## SKILL AND EXPERIENCE

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<tr>
<th>Area</th>
<th>Specification</th>
<th>Must have</th>
<th>Preferred</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
<td>An academic qualification in interactive data management systems</td>
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<td><strong>Leadership and work Experience</strong></td>
<td>At least three years of marketing support experience, including database administration</td>
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<td>Experience in all Microsoft packages, including Microsoft Dynamics 365 CRM</td>
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<td>Experience in non-profit organisations</td>
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<tr>
<td><strong>Culture</strong></td>
<td>Demonstrated cultural sensitivity and high adaptability</td>
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<td>Experience of working with sensitive information and ability to maintain strict confidentiality and exercise discretion</td>
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<td><strong>Work Experience</strong></td>
<td>At least three years of marketing support experience, including database administration</td>
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<td>Experience of working with sensitive information and ability to maintain strict confidentiality and exercise discretion</td>
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<td><strong>Communication</strong></td>
<td>Ability to relate to and collaborate with internal colleagues and external stakeholders</td>
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<td></td>
<td>Ability to engage with team members and ensure that they regularly and in a clear format provide good quality update data for new and existing contacts</td>
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<td><strong>Innovation</strong></td>
<td>Ability to deal with ambiguity and complexity and to work in situations where there are no clear-cut answers</td>
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<td>Superior ability to analyse, capture and appropriately structure and present key relationship information in a data system</td>
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<td>Superior ability to assist teams to extract relevant data reports, be they in stakeholder relationship, fundraising, M&amp;E, marketing, operations, collaborative, strategic thought leadership teams</td>
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<td>Demonstrated capacity to operate at a strategic and operational level</td>
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<td>Self-motivated and resourceful, innovative and able to work with considerable independence within the context of a team environment and a network of relationships</td>
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<td>Ability to work remotely or virtually</td>
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<td>Willing to continually learn, adapt and develop through assessing the functionalities that would be beneficial for the team in executing their work</td>
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<td><strong>Personal Qualities</strong></td>
<td>Passion, integrity and commitment</td>
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<td>Excellent interpersonal skills</td>
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<td>Strong organisational capability</td>
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OUR PURPOSE: SYMPHONIA FOR SOUTH AFRICA AND ITS FLAGSHIP PROGRAMME, PARTNERS FOR POSSIBILITY

In pursuing its mission to mobilise active citizenship around the significant issues facing South Africa, SSA has launched a number of programmes and initiatives that contribute to developing leadership capacity, reducing inequality, and ultimately creating a better future for all South Africans.

PfP is an internationally recognised, award-winning leadership development initiative with a difference. The PfP team is passionate about and committed to developing conscious, resilient leaders through an extraordinary, action-based process that breaks down barriers, connects people and inspires change.

This unique programme partners business leaders with principals from under-resourced schools in a year-long, collaborative and highly practical journey. The process is designed to develop leadership skills along with greater awareness and understanding of the challenges that face South Africa and how these challenges can be addressed.

Enriched and empowered by this process, PfP leaders radiate renewed positive energy and confidence that inspires change. PfP leaders have a sustainable impact that goes far beyond the boardroom or classroom. The effects of this programme ripple out, reaching thousands of individuals in multiple communities, making a tangible difference in South Africa.

OUR MODEL OF CHANGE

The PfP programme engages business leaders in a challenging hands-on experience within an educational environment that is fraught with complex challenges that require skilled leadership. Through partnerships with business leaders, the programme empowers principals with the skills and knowledge to lead change and mobilise communities around their schools. The programme works by asking partners to effect change collaboratively at four levels in the school environment:

- The school principal
- The school management team
- The teachers
- The parents and community.

OUR PERSONALITY

- Compassionate, inclusive and authentic
- A relentless focus on relationships, possibility, generosity and abundance
- Treating others with radical respect by creating ‘thinking environments’ for each other and listening with ‘delicious’ attention
- Warmth and care, along with shining eyes and the willingness to take responsibility for situations, making people long to be part of our group of nation builders.
HOW TO APPLY

- The closing date for this position is 3 January 2020.

APPLICATION REQUIREMENTS

Your application should comprise:
- A cover letter, no longer than three pages, outlining your motivation and relevant experience for the role. The cover letter should also include the names of three referees. Please note that these referees will not be contacted until late in the process and with your prior agreement. Your application and the names of referees will be held in the strictest confidence.
- A full CV, including educational and professional qualifications, a full employment history showing your more significant positions, responsibilities held and relevant achievements.
- Applications should be sent to Dorcas@Symphonia.net
- Please ensure you include CRM Manager Application in the subject line.

Recruitment Process

- All applications will be acknowledged, but only shortlisted candidates will proceed to the next stage of a first panel interview

PLEASE NOTE:
- The position will be a permanent appointment with a 6-month probation period and will be based in Johannesburg or Cape Town
- This is a full-time role with a negotiable package aligned with the non-profit sector.