

# Project Manager: Customer Relationship Management (CRM)

Family Carers Ireland (FCI) is the national charity supporting over 500,000 family carers across the country who dedicate their lives to caring for loved ones such as children or adults with physical or intellectual disabilities, frail older people, those with palliative care needs or those living with chronic illnesses or addiction. We provide a range of services and supports for family carers nationally from our local support centres.

 **Tullamore, Co. Offaly**

 **Hybrid, 2-3 days from home, 37 hours per week, fixed term contract, full-time**

## JOB SUMMARY

The Customer Relationship Management (CRM) Project Manager will be responsible for leading the successful delivery of Phase One of Family Carers Ireland's (FCI) CRM development programme, known as the Discovery Phase. This role will oversee the entire project lifecycle, including project planning, stakeholder engagement, system deployment, user adoption, and ongoing improvement.

As Phase One lays the groundwork for the broader CRM initiative, further development phases are anticipated. The Project Manager's responsibilities may therefore expand to support and manage these subsequent stages.

Working in close collaboration with stakeholders across all FCI teams, as well as the external vendor, the CRM Project Manager will ensure the solution is delivered on time, within scope, and in full alignment with Family Carers Ireland's mission and strategic goals.

## ROLE CRITERIA

**The successful candidate will possess the following qualifications, skills and experience:**

- Proven experience managing CRM discovery, design and implementation projects.
- 5+ years of project management experience, preferably in technology or business transformation initiatives with the ability to adapt approaches to the charity sector.
- Strong understanding of CRM best practices, data management, GDPR, and system integrations.
- A recognised qualification in project Management such as PMP, PRINCE2, or Agile certification.
- Exceptional communication, stakeholder management, and problem-solving skills.
- Proficient with project management tools.
- Ability to balance technical and business priorities
- Knowledge of and empathy for the mission and values of FCI.
- Full driving licence, with access to car.

**Terms & Conditions:** Fixed Term Contract, full time role (37 hours per week across Monday - Friday). The Corporate Services Team work a hybrid model with flexibility to work from home 2-3 days per week. Wednesdays are a core office day for the wider Corporate Services team. Flexibility to travel to meetings as required is essential. We recommend prospective candidates to contact us on the email address below for a copy of the full job description or details regarding the terms and conditions of the role if they wish.

**Application Process:** Applicants are invited to submit their up-to date CV and cover letter demonstrating how they meet the above criteria to [recruitment@familycarers.ie](mailto:recruitment@familycarers.ie) no later than **30th January 2026**.