



CRM & Systems Lead

JOB DESCRIPTION



we are transforming lives for good

Transforming Lives for Good (TLG) is a national charity that helps churches to bring hope and a future for struggling children. That means getting alongside struggling children, providing practical support in and out of school and connecting with home to bring hope and a future.

All over the UK, children are struggling in school for all kinds of reasons and many families are suffering without hope. Nationally, the latest statistics show that:

- Children living in poverty are 4 times more likely to get a permanent exclusion from school
- More than two thirds of the current prison population were excluded from school
- One in six 16-24 year old 'NEETs' (those not in Education, Employment or Training) die within ten years of falling out of the system
- 1.5 million children are entitled to free school meals in the UK

But there is hope.

It comes through the local church making a real difference in their community. TLG is passionate about bringing a practical approach that goes way beyond education and works to build strong connections between local churches, families and schools. At TLG, we have a big vision to make the difference in as many children and families lives as possible. We are transforming lives for good!



TLG's culture & values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications.

Our Values

Holding to these values is vital in all aspects of our growth.

- **Greater Transformation**
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- **Relational Leadership**
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous.
- **Local Church**
Celebrating the Church, grace and patience in partnership, and rooted in the local church community.
- **Excellence Every Day**
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us.
- **Vibrant Faith**
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job.



CRM & Systems Lead

Location:	Hybrid – TLG's National Support Centre (minimum 40% office-based including Tuesdays; 60% during probation)
Salary:	£24,843.20 (£31,054 FTE)
Hours:	Part-time (0.8 FTE, 30 hours)
Reporting to:	Head of Operations
Contract:	Permanent

Organisational Vision & Context:

At TLG, we're on a bold, pioneering journey toward 2030 – reshaping how we think, plan and operate so we can deliver our vision with agility and impact. Rooted in our conviction of “Fulness of life for every child, no matter what struggles they face,” and our mission to pioneer unique and relevant approaches for churches everywhere, we see technology as the accelerator that will turn vision into reality.

This is an exciting time to join the team. In response to the growing mental and emotional health needs of children and young people, TLG is exploring two major initiatives: Therapeutic Hubs in churches and schools, and a UK-wide Coaching Network that equips ministry leaders to work therapeutically with children. Together, these initiatives strengthen the local church's ability to connect with children and families and extend the reach of compassionate, evidence-informed support.

To make this possible, efficiencies and innovation must be at the forefront of how we work – streamlining processes, embedding digital solutions, and leveraging technology to unlock capacity and accelerate change.

This Role's Impact:

As CRM and Systems Lead you'll be responsible for the design, development and ownership of TLG's Power Platform solutions, with a focus on Dynamics 365 configuration, Power BI reporting, and Power Automate workflows. This role bridges user needs with technical delivery, ensuring digital tools are intuitive, scalable, and aligned with organisational goals. You will lead the development of user-centred digital solutions and play a key role in shaping TLG's data strategy and digital transformation, enabling TLG to scale innovation across programmes and giving our teams the tools to move fast with confidence.

If you're a pioneer who loves collaborating across functions and turning complex needs into elegant, scalable tools, this is your invitation to accelerate TLG's next chapter!



JOB DESCRIPTION CONT.

Job Tasks:

Digital Solutions Ownership and Development

- Lead the configuration and continuous improvement of Dynamics 365, to meet evolving user and organisational needs, ensuring configurations anticipate future needs and drive measurable improvements in user experience and organisational performance.
- Automate critical workflows through Power Automate to streamline business processes, reducing manual effort and freeing capacity for mission-critical work.
- Champion agile ways of working: rapid experiment, iterate and learn, while maintaining high-quality documentation of systems, processes and decisions that ensures clarity and long-term sustainability.

Data & Reporting Architecture

- Develop and manage Power BI dashboards and reports that support strategic decision-making, providing clear, accessible insights that enable leaders to monitor performance and respond quickly to emerging trends.
- Shape and maintain a robust data architecture that not only meets reporting needs and strategic KPIs but ensures TLG has actionable insights at its fingertips.
- Drive data governance and quality assurance processes that transform raw information into trusted intelligence, enabling confident, impactful choices across TLG.
- Work closely with the IT Systems & Infrastructure Lead to ensure data architecture supports reporting needs.

User Engagement & Digital Development

- Collaborate across TLG to turn operational challenges into scalable, user-centred digital solutions that unlock efficiency and enhance programme delivery – ensuring technology directly accelerates our mission.
- Equip teams with the confidence and capability to embrace digital tools – providing training and guidance that improves digital literacy, reduces manual processes, and boosts impact.
- Promote AI literacy and responsible use of emerging tools, supporting staff to adopt digital and AI-driven approaches that enhance efficiency and collaboration.



JOB DESCRIPTION CONT.

Job Tasks (continued):

Innovation & Continuous Improvement

- Stay current with developments in the Microsoft Power Platform and related emerging technologies, including AI, digital trends and industry best practices.
- Test and integrate power platform advanced tools and features that improve user experience and operational effectiveness – keeping TLG agile and prepared for the future.
- Working with the Innovation team, provide technical support on new system design and integration, ensuring that digital platforms are robust, scalable, and aligned with operational needs.

Key Indicators:

- Staff confidence in digital systems and support improves year-on-year, as measured by annual survey scores – indicating trust in TLG's digital infrastructure.
- Power Platform solutions deliver measurable efficiency gains, demonstrated by reduced manual processes and time savings across key workflows.
- Cost efficiencies achieved through automation and integration, freeing resources for frontline mission activities.
- Training initiatives result in measurable improvement, demonstrated by a high proportion of staff reporting increased confidence in using AI and automation tools to streamline workflows.
- Zero critical data breaches and full adherence to TLG's data policies.

Additional Responsibilities:

- Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.
- Attend TLG's Staff Conference twice a year. This includes active participation in corporate Christian prayer and worship and the opportunity to share faith testimonies of young people involved in TLG programmes.
- Play an active part in promoting the work of TLG including the recruitment of individual regular donors through TLG Hope Giver scheme.
- Take on additional responsibilities for tasks as your role develops.



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Degree or equivalent experience in Information Systems, Computer Science, or a related field. 	<ul style="list-style-type: none"> Microsoft Certified: Power Platform App Maker Associate (PL-100) or Power Platform Functional Consultant (PL-200). Agile PM Certified.
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> Ability to lead and motivate others, fostering a positive and collaborative team environment. Strong influencing skills, with the ability to build consensus and drive change across teams and with external partners. Excellent teamwork skills, demonstrating flexibility and a willingness to support colleagues across the organisation. Outstanding interpersonal and communication skills, able to explain technical concepts clearly to non-technical stakeholders. Proactive problem-solver, able to take initiative and make sound decisions under pressure. Ability to manage multiple projects and priorities in a dynamic environment. Passion for digital transformation and empowering users through technology. 	<ul style="list-style-type: none"> Understanding of core business processes in the charity sector.

PERSON SPECIFICATION CONT.

	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> Proven experience configuring and managing Dynamics 365 and Power Platform solutions. Highly developed skills in Power BI, Power Automate, and user-focused digital development. 	<ul style="list-style-type: none"> Experience with Project Management & Dev Ops best practice.
CHRISTIAN LIFESTYLE	<ul style="list-style-type: none"> Commitment to actively pursue the ongoing personal, professional and spiritual development of themselves and colleagues in order to enhance the contribution to TLG. Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith. To be an active part of a church family. 	
ADDITIONAL	<ul style="list-style-type: none"> Provide 3 referees – one referee must support applicant's Christian commitment. Provide evidence of qualifications and suitability to work in the UK and appropriate qualifications. Live within a reasonable travelling distance. Understanding of core business processes in the charity sector 	



Application process

Apply today through our website:

www.tlg.org.uk/careers

- After clicking 'Apply', you'll be taken to an online application form. This will include uploading a personal statement explaining how you meet the criteria outlined in the job description for this role and your motivation for applying. There will also be some questions exploring how your faith relates to your working life, and an option to upload a CV later in the form.
- After the closing date, we'll be in touch via email. If you've been shortlisted for the role, you will receive an invitation for a short initial interview which will be held online.
- If successful following your initial interview, we'll then invite you to a final interview in person at our National Support Centre in West Yorkshire.

You can find the closing and interview dates in the role's advert on our website.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

Having trouble with your application?

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

***Note:** If you're having trouble, please check Website Tracking and Third-Party Cookies are enabled, and you have updated to the latest version of your browser and device software.*