

## YOUR NEW ROLE AT THE TRUST

<b>JOB TITLE:</b>	D365 Developer	<b>PAY BAND:</b>
<b>FUNCTION:</b>	Technology	Support Delivering
<b>THE TEAM:</b>	The Business Technology team delivers secure, reliable and user-focused digital solutions that enable our people to work effectively and amplify our mission.	<b>Specialist/Managerial</b> Technical Lead/Function Head Senior Leadership Team

## WHERE YOU WILL FIT

Chief Technology & Programmes Officer	Head of Business Technology	Development and Support Lead	<b>D365 Developer</b>
---------------------------------------	-----------------------------	------------------------------	-----------------------

## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

By developing and enhancing our CRM and digital tools, this role enables teams to work more efficiently and engage supporters effectively, helping generate income and deliver stronger outcomes for young people.

## WHAT WILL YOU DO?

-  Develop and configure Microsoft Dynamics 365 solutions to meet system needs.
-  Customise entities, workflows, plugins and integrations as required.
-  Work with the Service Owner, Product Owner and Development & Support Lead to refine technical requirements.
-  Support data migration activities, validation and transformation.
-  Resolve technical issues and ensure stable CRM performance.
-  Implement best-practice D365 development and security standards.
-  Drive issue resolution and ensure risks are escalated promptly.
-  Collaborate with suppliers and internal stakeholders on integrations.
-  Support testing cycles, bug fixing and release management.
-  You will be responsible for actively contributing to an equitable, diverse and inclusive workplace.

## THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

### WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Strong development skills in Microsoft Dynamics 365 and Power Platform.	You will build and customise CRM components and automation.
Understanding of CRM data models, workflows and configuration.	You will design scalable D365 entities and processes.
Ability to troubleshoot, debug and resolve D365 technical issues.	You will ensure the CRM runs reliably during and after go-live.
Experience	Why do we need this?
Experience delivering CRM customisations in complex environments.	You will develop features that support project and business needs.

### WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience with Azure Functions, API integrations or data services.	Supports integration work across systems.
Working within Agile or hybrid delivery environments.	Helps deliver iterative changes during project phases.
Skills & Knowledge	Why do we need this?
Knowledge of fundraising or nonprofit CRM processes.	Helps tailor CRM features to fundraising needs.
Understanding of data migration, mapping and transformation.	Assists with validating migrated data for accuracy.

# WHAT DO WE EXPECT FROM YOU?

## OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 <b>Inspiring</b> We lead by example	 <b>Approachable</b> We are open minded and value diversity	 <b>Empowering</b> We enable positive change	 <b>Non-Judgemental</b> We focus on the potential, not the past	 <b>Passionate</b> We are absolutely committed to supporting young people
---	--	---	--	--

Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

## OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through a passion for what we do You keep young people and our end goal in mind You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values	You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance your own development and build expertise You role model a positive and constructive approach to giving & receiving feedback You support others in adapting to change	You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathise with others to understand the root of situations before responding	You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions	You translate The Trust's long-term vision and strategy into actionable plans & targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same

## THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.