

A red squirrel with a bushy tail is perched on a weathered tree stump. The background is a soft-focus field of purple heather under a bright, hazy sky.

ROLE PROFILE

Dynamics 365 Developer

GROW WITH US



**WOODLAND
TRUST**

OUR VISION

We're creating a world where woods and trees thrive for people and nature.



RESTORE

We restore the ecological condition of existing native woods and trees, to increase resilience and create conditions for nature and people to thrive.



PROTECT

We protect ancient, veteran and valuable woods and trees, to stop the loss of irreplaceable habitat and carbon stores, preserving the UK's natural heritage.



CREATE

We create quality native woods and get native trees growing to benefit nature, climate and people into the future.



WOODLAND
TRUST

OUR ORGANISATIONAL NATURE

Our Organisational Nature is at the heart of how we work together. It helps us understand what it means to be part of the Woodland Trust and empowers us to make an impact every day. Our people embody these ways of working, inspiring and enabling each of us to play a part in achieving our vision.

A greener, healthier future for our planet starts right here with you.



Grow Together

We are a team that grows together; made up of unique roles and expertise. We communicate effectively, forging partnerships inside and out, building understanding and trust, valuing differences and recognising each other.



Explore

We know exploration is important, it's how we come up with the best ideas. We won't always get it right but learn and share as we go. We are bold about who we are and encourage healthy challenge.



Focus

We create clarity and stay focused, ready to adapt when we need to. We are empowered to take the time to reflect so that we can develop and work smarter.



Make it Count

We need to create a lasting positive impact. We keep the big picture in mind, harnessing passion and inspiring others to connect with us as we aim to make a genuine difference.

JOB DESCRIPTION

Job Title: Dynamics 365 Developer

Salary: £50,604.93 per annum

Contract: Full-Time, 2-Year Fixed Term

Reports to: Business Applications Manager

Department: Digital Enablement

Team: Business Applications Management

Location: Hybrid

Our Working from Home (Hybrid working) policy is flexible and the frequency of time spent working between your contracted office and your home will vary across teams and job roles.

WHAT YOU'LL DO

Main purpose of the job

The Dynamics CRM Developer will play a key role in developing, supporting and evolving the organisation's Microsoft Dynamics 365 and Power Platform estate. Working within the Business Applications Management team, the postholder will help build internal capability and reduce reliance on third-party suppliers through solution design, application development, technical standards, release management and knowledge transfer.

The role will support the ongoing enhancement of Dynamics 365 Customer Engagement and Customer Insights Journeys whilst contributing to the delivery of new applications and services across multiple departments. The postholder will work closely with business stakeholders, delivery partners and technical suppliers to ensure solutions are scalable, secure, maintainable and aligned to enterprise architecture principles.

A key aspect of the role will be supporting the transition from vendor-led delivery to an internally owned delivery model, including knowledge transfer, documentation, DevOps maturity, data quality improvement and the establishment of common platform capabilities such as security, shared services and data standards.

WHAT YOU'LL DO

Key Responsibilities:

- Design, develop, configure and support solutions across Microsoft Dynamics 365 Customer Engagement, Customer Insights Journeys and the wider Power Platform.
- Build and maintain model-driven applications, workflows, Power Automate solutions, plugins, integrations and custom components.
- Work with third-party suppliers to transition knowledge, documentation, deployment processes and technical ownership into the internal team.
- Work closely with support and implementation partners to ensure effective knowledge transfer, documentation handover and adoption of technical processes by the internal team.
- Contribute to the development and management of Azure DevOps pipelines, source control practices and release management processes.
- Support the delivery of enhancements from the existing application backlog and contribute to new projects across multiple business functions.

WHAT YOU'LL DO

- Collaborate with business analysts and stakeholders to translate business requirements into scalable technical solutions.
- Ensure solutions comply with organisational architecture, security, governance and compliance requirements.
- Support the development and maintenance of a common CRM and Power Platform data model and shared platform capabilities.
- Investigate and resolve application issues, defects and technical debt, working with internal users and external support partners as required.
- Produce and maintain high-quality technical documentation, development standards and operating procedures.
- Support continuous improvement of data quality, master data management and data governance practices across Dynamics and Power Platform solutions.
- Support the Business Applications Manager in defining and implementing environment management, application lifecycle management (ALM) and platform governance frameworks.

WHAT YOU'LL DO

- Review supplier-delivered solutions to ensure adherence to development standards, security requirements and long-term maintainability.
- Contribute to solution architecture discussions, ensuring reuse of common components and avoidance of unnecessary duplication across departments.
- Support user acceptance testing, release planning and production deployments.
- Provide technical mentoring and knowledge sharing to colleagues to build organisational capability.
- Monitor platform performance, capacity and licensing considerations and recommend improvements where required.
- Stay up to date with Microsoft product developments and identify opportunities to leverage new Dynamics 365, Power Platform and AI capabilities.
- Contribute to the design, implementation and maintenance of Dynamics 365 and Dataverse security roles, teams and access models to support organisational requirements.

WE WANT YOU TO:

GROW TOGETHER

- **Collaborate with purpose** – collaborating effectively with others where it will add value and result in clear and positive impact.
- **Build relationships** – being approachable and developing positive relationships. Making connections internally and externally to pursue shared goals, expand learning opportunities and grow influence. Help others to connect and nurture positive relationships.
- **Communicate Effectively** – being clear and adapting communication styles to connect with others effectively.

EXPLORE

- **Evolve and continuously improve** – having the courage to question previously held beliefs and seeks out opportunities to continuously improve the way we work
- **Be able to challenge** – showing courage and ability to challenge, be challenged and respond to challenge constructively to enable us to keep improving how we deliver on our strategic goals
- **Reflect and learn** – taking opportunities to reflect, learn and improve.
- **Create meaningful change** – being willing and able to shake things up and bring about change where needed for the good of the cause.

FOCUS

- **Take effective decisions** – balancing considered, evidence-informed decision taking and quick, decisive action depending on the situation
- **Adapt** – being proactive and flexible; able to take on board new information and respond effectively to a changing internal and or external environment.
- **Prioritise for impact** – building visions/ strategies/plans that have a clear purpose, set of outcomes, monitoring and evaluation and activity that is prioritised based on the impact they will have.

MAKE IT COUNT

- **Deliver results** – getting work done in a way that is environmentally, financially and ethically sustainable, is considerate of people's wellbeing and always considerate of the broader impact.
- **Inspire and influence** – connecting people with what we do, inspiring and influencing them to stand with us for the benefit of the cause.

PERSON SPECIFICATION

		Essential/Desirable (E/D)	Where
You'll have experience	Developing and supporting Microsoft Dynamics 365 Customer Engagement solutions	E	Application/Interview
	Power Platform development including Power Apps and Power Automate	E	Application/Interview
	Developing customisations using .NET, C#, JavaScript and Dataverse technologies	E	Application/Interview
	Working with Azure DevOps, source control and release pipelines	E	Application/Interview
	Working with third-party suppliers and managed service partners	E	Application/Interview
	Contributing to solution design, technical documentation and governance activities	E	Application/Interview
	Managing a mix of solutions (managed and unmanaged) and custom applications within a single implementation.	E	Application/Interview
	With Customer Insights Journeys (formerly Marketing) or related customer engagement platforms	D	Application/Interview
	Designing, developing and supporting plugins and custom APIs	D	Application/Interview
You'll need to know	Dynamics 365 architecture, Dataverse security model and Power Platform governance principles	E	Application/interview
	Application Lifecycle Management (ALM), environment strategy and release management best practice	E	Application/interview
	Data quality, data migration and integration considerations within enterprise CRM platforms	E	Application/interview

PERSON SPECIFICATION

			Essential/Desirable (E/D)	Where
You'll have a desire to	Grow together	Collaborate with purpose Build relationships Communicate Effectively	E	Interview
	Explore	Evolve and continuously improve Be able to challenge Reflect and learn Create meaningful change	E	Interview
	Focus	Take effective decisions Adapt Prioritise for impact	E	Interview
	Make it count	Deliver results Inspire and influence	E	Interview
You'll be qualified in	Degree-level qualification in Computer Science, Information Technology or related discipline, or equivalent practical experience.		D	Application/Onboarding
	Microsoft Power Platform or Dynamics 365 certifications (e.g. PL-400, PL-600, MB-280).		D	Application/Onboarding
You'll be subject to	Pre-employment checks including Right to Work and confirmation of employment history (3-years).		E	Onboarding