

Job Description



Job title: Dynamics 365 Developer / Analyst

Department: Data, Digital and Technology

Reporting to: Business Systems Manager

Salary: £55,776 per year

Hours: 35 per week

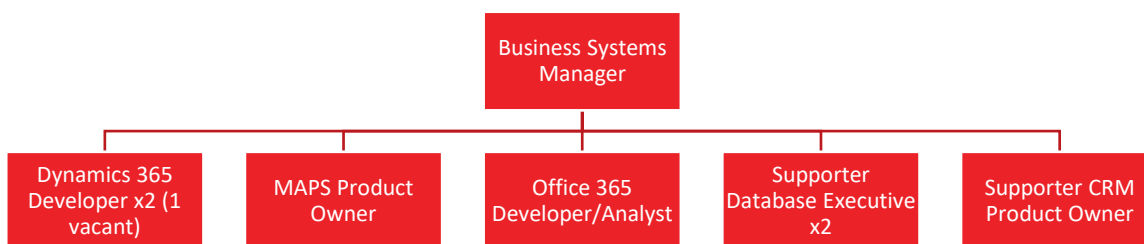
Location: London office based with working from home in line with Crisis' Hybrid Working Policy

Contract type: Permanent

Aims and influence

- To maintain and further develop the Crisis' suite of systems (built on Dynamics 365) including the support of the annual Crisis at Christmas campaign.
- Work within an agreed agile development framework and in collaboration with 3rd party where necessary.
- Keep track of all developments in the Microsoft ecosystem; provide technical leadership in educating and influencing stakeholders at all levels to the benefits of D365 as a solution.
- To support the Helpdesk as a resolver.

Organisational chart



Other key details

- Some evening and weekend work will be required and time off in lieu will be given in accordance with Crisis TOIL policy.
- Some travel to Crisis London office (Aldgate East) and Warehouse (Canning Town) may be required.

Key Relationships

- Develops AMS (Asset Management System), CLOG (Christmas Log), IMS (Incident Management System) and other instances of D365 within an agreed development framework managed by the Business Systems Manager.

- Crisis at Christmas team are responsible for specification of product vision and stories for Christmas systems; also provide a resource who supports UAT and end user training.

Job responsibilities

- Author and present functional and technical design documents that translate business requirements into workable solutions.
- To fix bugs, monitor and improve performance as necessary. Keep systems current with updates from software providers and ensure security and performance are maintained to a high standard.
- Create business process automation opportunities using Power Automate and Power Apps.
- Configure D365 as appropriate including workflows, custom and linked entities, forms and dashboards.
- Undertake development activities across the full project lifecycle including discovery, design, implementation, testing, data migration, documentation and the release of D365.
- Work with product owner(s) to help determine a product vision and support the maintenance of product and release roadmaps.
- Work with product owner(s) to help develop feature specifications from stories and be accountable for their development and any subsequent remediation.
- Work with Product Owner(s) to keep relevant ERD up to date including the associated data dictionary and supporting as necessary all data quality work such as DQ reporting.
- Where necessary develop and code application modules using the Dynamics 365 Online SDKs including the Microsoft Portal.
- Design, develop and execute data migration processes and integrations to external or existing systems.
- Provide expert 3rd level development support to existing Microsoft based production systems. To respond as a priority to incidents and emergencies and restore service to agreed SLAs across all supported applications.
- Work and collaborate with approved third parties to co-develop solutions where required, providing quality assurance and validation of designs and outputs.
- Stay up to date with Microsoft Dynamics 365 and ensure any changes are impact assessed and incorporated into the MAPs development backlog if agreed with the product owner.



Dynamics 365 Developer / Analyst JD Jan 2025

- Provide technical oversight for all D365 change requests and system alterations.
- Follow Crisis policies and procedures, including health and safety and D&T policy on application development, data governance, security and privacy.
- Stay up to date with Microsoft Dynamics 365 and ensure any changes are impact assessed and incorporated into the MAPs development backlog if agreed with the product owner.
- Support all UAT and training work performed in client services as appropriate e.g. help review training materials.

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Microsoft Certified Dynamics 365. Power Apps and DevOps advantageous. Microsoft Dynamics 365 Fundamentals, Microsoft Power Platform + Dynamics 365 Core; Dynamics 365 Unified interface
- 2 Experience of Dataverse data modelling and managing security roles, access permissions and custom business rules
- 3 Demonstrable experience of developing and implementing customisations in Dynamics 365, including an understanding of back-end database systems and cloud-based services, preferably in a case management environment
- 4 Experience of handling requirements for Microsoft Dynamics and turning them into user stories, working with the development team to create viable solution
- 5 Experience of both configured and customised Microsoft Dynamics with integrations to other systems including SharePoint; Experience with Power platform tools like XRMTOOLBOX
- 6 Experience of integrations with other systems using Power Automate or API connectors
- 7 Experience of creating and updating functional designs and specifications
- 8 Experience of arranging and managing UAT cycles
- 9 Experience of hybrid Agile and Waterfall methodologies
- 10 Demonstrable experience of working successfully as part of a cross-disciplinary team, whilst also being able to work on own initiative



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- 11 Excellent organisational skills, including the ability to manage personal workload and manage conflicting priorities
- 12 Knowledge of and ability to comply with data protection and information governance requirements (GDPR, data retention policies, and security best practices for Dynamics 365)
- 13 Knowledge of and ability to comply with safeguarding procedures
- 14 Commitment to Crisis' purpose and values including equality and social inclusion

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

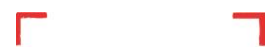
The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is



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helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview, we are able to provide feedback.



Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.