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**Job Description: Dynamics Team Leader**

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| **Responsible to** | CTO (Chief Technology Officer) |
| **Salary** | NJC point 43-48, dependant on experience |
| **Hours** | 35 |
| **Job Family and Level** | Professional other |
| **Annual Leave** | 25 days (rising to 30 days after 5 years) |
| **Based** | Zion Centre, Manchester with option to work agile from Big Life sites and from home |

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| Main Aims of the Post |
| The Microsoft Dynamics Team Leader will be responsible for managing and guiding a team of developers who work with Microsoft Dynamics 365 solutions.  This team leader will oversee the successful implementation, customisation, maintenance and continuous improvement of the group’s Dynamics solutions to ensure that they support service objectives.  The team leader will manage resources, optimise processes, provide technical leadership, and ensure that the team delivers quality work on time. |

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| Main duties | |
| **1** | Lead a team of Microsoft Dynamics developers including external consultants. |
| **2.** | Provide one to one line management, annual reviews, coaching and development opportunities to team members. |
| **3.** | Plan, prioritise and manage new Dynamics projects, and requests for change to existing Dynamics systems, ensuring that work is delivered on time and within scope. |
| **4.** | Oversee the implementation and configuration/customisation of Microsoft Dynamics 365 applications. |
| **5.** | Work with services to understand service requirements, ensuring that Dynamics solutions align with service objectives. |
| **6.** | Ensure that solutions are scalable, efficient, and maintainable, that the team is following best practices for Dynamics development, testing, pre-production and deployment including early life support. |
| **7.** | Provide hands-on technical leadership in areas such as data integration, custom workflows, PowerApps, and Power Automate. |
| **8.** | Troubleshoot complex issues related to Microsoft Dynamics and support developers to implement appropriate solutions |
| **9.** | Act as a liaison between business users, technical teams, and senior management, ensuring good communication throughout projects |
| **10.** | Collaborate with other departments in the Technology Team (IT infrastructure and Data) to implement/ improve Dynamics solutions. |
| **11.** | Embrace a DevOps culture across Technology to work in an agile methodology and CI/CD best practices across business service areas. |
| **12.** | Keep up to date with new features, updates, and best practices in the Microsoft Dynamics. |
| **13.** | Identify and implement process improvements to enhance the efficiency and effectiveness of Dynamics solutions. |
| **14.** | Develop and execute testing plans to ensure functionality and integration requirements are met. |
| **15.** | Maintain system health and oversee updates, upgrades, and patches to ensure stability and security. |
| **16.** | Ensure that all level 3 Application support requests for Microsoft Dynamics instances are triaged, actioned and managed via the ServiceDesk. |

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| General Work-Related Expectations | |
| **1** | To work within The Big Life group’s values, ethos and vision. |
| **2** | To contribute to the development of The Big Life group. |
| **3** | To work in accordance with all policies and procedures of The Big Life group. |
| **4** | To identify and attend training as required. |
| **5** | To work in accordance with all relevant legislation. |
| **6** | To undergo regular one to one meetings and an annual review. |
| **7** | To undertake any other duties as required, appropriate to the post. |

**Minimum Training required for this post**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ü | Once |  |
| Mission and Values | ü | Once |  |
| Safeguarding training Adults and Children | ü | Every 3 years |  |
| Safeguarding for Managers | ü | Every 3 years |  |
| Health and Safety internal/briefing | ü | Annual |  |
| Information Governance | ü | Once | Annual refresh |
| Equality and Diversity | ü | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager.

**Person Specification: Dynamics Team Leader**

The successful candidate will be able to demonstrate that they meet all the following points.

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|  | | **Method of Assessment** |
| **Employment experience** | | |
| 1.1 | 5 to 8 years’ experience in Microsoft Dynamics 365 Development or implementation. | A, I |
| 1.2 | 3 years’ experience in a team leader/manager/leadership role. | A, I |
| 1.3 | Experience of working with agile development methodologies and a DevOps culture. | A, I |
| 1.4 | Experience of managing, prioritising and delivering multiple projects, change requests and support requests. | A, I |
| 1.5 | Experience of managing Dynamics 365 projects from requirement gathering through to completion. | A, I |
| 1.6 | Experience of working with cross functional teams to deliver Dynamics projects. | A, I |
| 1.7 | Experience of using Azure DevOps to manage projects and change requests. | A, I |
| **Education** | | |
| 2.1 | Microsoft certified: Dynamics 365 Fundamentals or Advanced certifications. | A, I |
| 2.2 | Project Management certification e.g. Scrum Master. | A, I |
| **Knowledge** | | |
| 3.1 | Knowledge of Dynamics 365 CRM, including customisation, configuration and integration. | A, I |
| 3.2 | Knowledge of Dynamics 365 best practices for Dynamics development, testing, and deployment. | A, I, |
| 3.3 | Knowledge of change management tools and techniques. | A, I |
| Skills | | |
| 4.1 | Ability to schedule, prioritise and deliver projects, allocating resources to meet agreed deadlines. | A,I |
| 4.1 | Ability to work with services to understand service requirements, ensuring that Dynamics solutions align with service objectives. | A, I |
| 4.2 | Experience with Microsoft Dynamics 365 (CRM), power platform and related tools | A, I |
| 4.2 | Experience of tools such as Power Apps, Power Automate, Azure and Dynamics integrations | A, I, |
| 4.3 | Ability to work under pressure in a complex environment. | A, I |
| 4.4 | Ability to engage with technical and non-technical stakeholders. | A, I, |
| 4.5 | Ability to act as a liaison between business users, technical teams, and senior management, ensuring good communication throughout projects. | A, I |
| 4.6 | Ability to work with cross functional teams to deliver Dynamics projects. | A, I |
| 4.6 | Ability to maintain a customer-oriented approach with a focus on user satisfaction. | A, I |
| **Personal** | | |
| 5.1 | Positive outlook and a ‘can do’ attitude. | A, I |
| 5.2 | Personal resilience and flexible attitude in the face of difficulties. | A, I |
| 5.3 | Commitment to working towards the Big Life group’s missions and values including having a non-judgemental approach. | A, I |
| 5.4 | Commitment to personal development and willingness to regularly update skills and experience. | A, I |

**Key:** A = Application Form, Interview = I, T = Test