

## Friends of the Earth – Job Description

<b>Job title</b>	Dynamics Specialist
<b>Reporting to</b>	Senior Applications Specialist
<b>Team</b>	Applications Team
<b>Career stage</b>	D
<b>Contract</b>	Permanent
<b>Location</b>	London, regional or home based
<b>Line management</b>	n/a
<b>Purpose of the role</b>	
<p>To champion the use of Dynamics 365 CRM across the organisation to ensure that Friends of the Earth optimises value from the significant investment in the product. Work proactively to facilitate and deliver ongoing improvements and assist end users with training and best practise.</p>	
<b>Key responsibilities and tasks</b>	
<ul style="list-style-type: none"> <li>• <b>Business analysis:</b> Identify, document and design requests for new functionality and streamlined business processes. Work closely with stakeholders and development teams to ensure that Friends of the Earth continues to improve the CRM. Facilitate CRM user groups and run workshops to elicit new requirements and identify enhancements. Anticipate and communicate how changes within the CRM will interact with and influence integrated systems and effect their audiences.</li> <li>• <b>Requirements delivery:</b> Take responsibility for coordinating the delivery of ongoing improvements to the CRM through excellent planning, risk management and communication.</li> <li>• <b>Dynamics customisation and configuration:</b> To ensure great user experience and streamlined business processes, perform, document, and deliver configuration and customisation changes within the CRM.</li> <li>• <b>Training and best practice:</b> Increase the benefit gained from the investment in Dynamics 365 by championing best practice, developing documentation, and identifying and delivering training for both standard and advanced use cases.</li> <li>• <b>Testing and troubleshooting:</b> Work with business users to curate and execute effective and relevant test plans for new functionality. Troubleshoot and document bugs and issues with appropriate severity and priority according to organisational impact and need.</li> <li>• <b>Dynamics applications support:</b> Triage escalated production support requests and either fix, identify new requirements, or liaise with internal and third-party developers to resolve.</li> </ul> <p><i>You will also need to be aware of and follow Friends of the Earth policies and procedures, with particular attention to safeguarding, equality, diversity &amp; inclusion, and our values.</i></p>	
<b>Person specification</b>	

## Essential

Significant relevant experience including experience of all the following:

- Substantial experience working with Dynamics 365 CRM
- Business analysis: Analysing business processes and the information they utilise to define requirements for improved processes and functionality. Mapping as-is and to-be business processes. Writing specification documents for new development work.
- Customising and configuring Dynamics 365: For example, forms, views, app navigation, business process flows, cases, customer service routing and workflows
- Power platform covering Power Apps, Power Automate, Model Driven apps.
- Communicating and presenting complex information to both technical and non-technical audiences including senior staff.
- Supporting systems and applications: Providing application maintenance and support to business system users for both test and live environments.
- Systems testing: Using appropriate testing tools and techniques to ensure that new and amended functionality perform as specified. Understand the development lifecycle to user acceptance.
- Participating in large scale projects through the entire lifecycle as an integral member of an Agile team. Demonstrable understanding of agile principles

## Desirable:

- Data analysis: providing specialist expertise and practical assistance in the investigation, evaluation, and interpretation of data.
- C# - Writing and deploying Dynamics plugins for custom business functionality.
- JavaScript – Writing and deploying Dynamics resources for custom business functionality and UX.
- Budget management
- Working within the charity sector
- Azure DevOps
- Microsoft Azure platform and portal

## Our Values

Ability to demonstrate understanding and apply our values.

**Integrity**- We demonstrate integrity throughout everything we do, internally and externally.

**Impact** – We make the biggest impact we can through good analysis and judgement, insight, feedback and focus.

**Leadership** – We motivate others through our individual and collective actions, our compelling vision, and our clarity on what work needs to be done.

**Focus on Friends**- To build our influence we put new and existing ‘friends’ at the heart of our work.

**Accountability**- We hold ourselves and other to account for our work and how we work.

**Learning and Enquiring Mindset**- We learn continuously, challenging our own assumptions and habits while expanding our horizons to enable us to improve the impact of our work.

<b>Date approved</b>	July 2023
<b>Date reviewed</b>	

*Friends of the Earth staff are not permitted to hold office for political parties or stand as candidates for political parties. Staff should also seek permission from the Senior Management Team if they wish to hold a non-public facing official role in a political party. If this is an issue, please do raise this with us as soon as possible.*

*This job description is current as at the date shown above. In consultation with the post-holder it is liable to variation by the Director to reflect or anticipate changes, in, or to, the post and the organisation.*

*The job description gives an overview of the main responsibilities of the role. The day to day role will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.*