

Role information

Role:	Senior CRM Developer
Area:	BI Service
Reports to:	Head of BI
Responsible for:	
Grade:	PO7 (plus market supplement) Fixed Term Appointment

Role purpose

The Senior CRM Developer is responsible for managing, maintaining and developing a range of power apps which use CRM Dynamic technology. These power apps underpin key front-line services as part of the Council's response to the Covid-19 pandemic and are integrated within the wider BI infrastructure. This role will work within a team of BI developers and will be responsible for developing any new applications which are required. The role will be expected to further develop automation using tools such as Power Automate and integrate power apps with other technology. The role will also support the wider BI infrastructure and activities.

Objectives

- Support, maintain and enhance existing applications developed on MS PowerApps/Dynamics.
- Lead on the development of new Power App/Dynamics applications
- Oversee and lead CRM development services and mentor other software development staff on MS Dynamics technologies.
- Work as part of a team or independently (depending on the size of the project) to undertake development, testing and implementation of MS Dynamics applications to meet specific project requirements.
- Lead the resolution of technology issues arising in delivery and operation of applications developed on MS Dynamics.
- Ensure that processes are automated using such technology as Power Automate and Dynamics.
- Collaborate with stakeholders across the business to build a comprehensive set of requirements, aligning with the needs of the business
- Assist with building a culture of continuous delivery and improvement, ensuring that key systems are regularly analysed, maintained and improved.
- Proactively identify and recommend potential solutions that could utilise the MS Dynamics platform in achieving business goals.
- Support the wider BI infrastructure and activities including the use of Power BI

Skills & Experience

- Strong knowledge and experience of developing Microsoft Dynamics 365 solutions
- Microsoft certified professional (D365 customisation and configuration)
- Proven experience of PowerApps / Canvas apps
- Excellent understanding and knowledge of core Microsoft Dynamics CRM / 365 modules
- Understanding of Microsoft SQL
- Ability to create high quality functional documentation and strong requirement gathering skills
- Experience of connecting with other Office 365 products such as Power BI
- Good understanding of the Common Data Service for Apps
- Desirable appropriate programming and statistical software training – SQL, M

Working in Hammersmith & Fulham Council

We appreciate and value our employees and recognise the importance of a motivated and supported workforce. We will support your development through the activities mentioned above and through the ongoing support of your manager and a development programme. In addition to the competitive salary and excellent annual leave package, the organisation offers a wide range of benefits such as; defined benefits pension scheme, tax efficient childcare vouchers and cycle schemes and local discounts from restaurants and shops. The Council strongly believes in flexible working and remote working plays an important part in ensuring employees enjoy a good work-life balance.

Attitude Matters

Your skills and ability are important however, we recruit as much for attitude as we do experience.

We are looking for people who have the following attributes:

Complex problem-solving: The ability to work within a complex system and find simple solutions and outcomes that deliver real change.

Critical thinking: The ability to challenge the norms through evidence-based approaches using both numerical and critical reasoning and thinking. You can rationalise decision-making and form views quickly and soundly from a range of sources.

Creativity: You take approaches that demonstrate how doing things differently and creatively changes the dynamic in situations. You can apply creative solutions that deliver hard outcomes.

People management: You can get the best out of people. You have a coaching-style and drive through a commitment to personal and professional development. You are clear in your expectations and have exception feedback from your team about their working environment. You recognise and support people as individuals.

Coordinating with others: You have the knack of working well with others. You have an appreciation of your own presence and approach and can demonstrate how you have developed and continue to develop how you work with others. You will also can recognise how others work, think, and feel to get the most out of collaboration.

Emotional intelligence: You have a high degree of self-awareness and self-regulation in a wide range of situations from one-to-one conversations to team and group dynamics. You can recognise motivating factors and demonstrate empathy appropriately applying a wide range of adaptive social skills.

Judgement and decision making: You can take rational and evidence-based decisions and take responsibility for your decisions and actions. Where there is ambiguity or a lack of evidence you can demonstrate the ability to understand the environment and show flexibility in applying your judgement.

Negotiation: You can demonstrate an understanding of the range of skills and techniques required to successfully negotiate with a range of other partners. This includes understanding how to structure and undertake successful negotiation on an organisational-wide level.

Service orientation: You must be unequivocal in your commitment and drive for outstanding service delivery. Both in terms of the quality of products and work delivered as well as the achievement of objectives. You and your team can demonstrate how your overall contribution to the organisation and service delivers to our organisational aims and objectives.

Cognitive flexibility: The ability to recognise the environment in which you work and adapt and shift to this environment to maximise your own personal achievement and lead others in the same approach. Applying cognitive flexibility to situation of significant change and transformation.

Who we are

How we act defines who we are. At the heart of our organisation is a common approach to defining 'who we are'. We are looking for people that can build this into everything they do.

