

D365 F&O Solution Architect

Information, Systems and Change

Overview

Role Purpose

To drive excellence in business operations and digital transformation, the Dynamics 365 Finance and Supply Chain Solution Architect plays a pivotal role in envisioning, designing, and implementing tailored solutions that empower organizations to optimize their financial and supply chain processes. With a deep understanding of Dynamics 365 capabilities, industry best practices, and technical expertise, the Solution Architect collaborates closely with stakeholders to craft innovative, scalable, and future-proof solutions that streamline operations, enhance decision-making, and elevate customer satisfaction. This role serves as the bridge between business objectives and technology solutions, ensuring the successful integration of Dynamics 365 to drive efficiency, profitability, and strategic growth for NHG

Responsible for

Solution Design: Collaborate with business stakeholders to understand their objectives and requirements, and design comprehensive solutions using Dynamics 365 Finance and Supply Chain Management to address their specific needs.

Requirements Analysis: Conduct in-depth analysis of business processes and workflows, translating them into system requirements and functional specifications that can be implemented using Dynamics 365.

Architecture Development: Create solution architecture that aligns with best practices, scalability, and future-proofing, ensuring that it supports the organization's long-term goals.

Configuration and Customization: Configure and customize Dynamics 365 to meet business requirements, integrating additional functionalities and third-party solutions where necessary.

Technical Expertise: Stay up-to-date with the latest Dynamics 365 features, updates, and industry trends, leveraging this knowledge to make informed decisions about system design and implementation.

Data Modelling and Integration: Design data models and integrate Dynamics 365 with other systems and data sources, ensuring data consistency and accuracy across the organization.

Testing and Quality Assurance: Develop and execute comprehensive testing strategies, including unit testing, integration testing, and user acceptance testing, to guarantee system reliability and performance.

Documentation: Create and maintain detailed technical documentation, including system architecture, configuration, and customization guides, to aid in system maintenance and knowledge sharing.

Training and Knowledge Transfer: Provide training and support to end-users and technical teams, enabling them to effectively use and maintain the Dynamics 365 solution.

Performance Optimization: Continuously monitor system performance and identify opportunities for improvement, making necessary adjustments to enhance system efficiency.

Problem Solving: Troubleshoot and resolve technical issues and challenges that may arise during implementation and post-implementation phases.

Compliance and Security: Ensure that the Dynamics 365 solution adheres to compliance and security standards, protecting sensitive data and ensuring regulatory compliance.

Vendor and Partner Collaboration: Work closely with Microsoft Dynamics partners and vendors to ensure the successful implementation and support of the solution.

Project Management: Assist in project management activities, including resource allocation, timeline management, and risk assessment, to ensure project success.

Continuous Improvement: Proactively identify opportunities for process improvement and innovation, making recommendations to enhance the efficiency and effectiveness of the Dynamics 365 solution.

Client Engagement: Foster strong relationships with business stakeholders, acting as a trusted advisor and ensuring that the solution aligns with their evolving business needs.

Change Management: Help drive change management initiatives to ensure smooth adoption of the Dynamics 365 solution throughout the organization.

Stay Current: Stay informed about emerging technologies and best practices related to Dynamics 365 and finance and supply chain management, and apply this knowledge to improve solution architecture and business processes.

	Mentorship: Provide guidance and mentorship to junior members of the team, helping them develop their skills in Dynamics 365 architecture and implementation.
Reports to	Head of Architecture
Line management	N/A
Tier	N/A
Expectation Level	Team Manager
Role relationships	
Internal	Architects, Technical Delivery teams, Project Managers, Technical and Business Analysts, Product/Process Owners, and Business Users (Operational and Delivery), Directors
External	3 rd party solutions and service providers.

Manager / leadership criteria (Delete this box if not relevant)	
Functions	N/A
Staff reports	Total: 0 Direct: 0 Indirect: 0
Budget size	N/A
Specific designated, regulatory compliance requirements	N/A
Other key data (i.e. size of operation, units managed, size of programme etc)	N/A

Role accountabilities
<p>Solution Scalability: Assess and ensure that the Dynamics 365 solutions are designed to scale efficiently, accommodating future growth and changes in transaction volumes.</p> <p>Optimized Performance: Continuously monitor and fine-tune system performance, addressing any bottlenecks, latency issues, or resource utilization challenges promptly.</p> <p>Strategic Guidance: Provide strategic guidance on how Dynamics 365 can be leveraged to align with long-term business objectives and financial goals.</p> <p>Solution Cost Control: Effectively manage project budgets and optimize the total cost of ownership for Dynamics 365 solutions, ensuring cost-effectiveness.</p> <p>Third-Party Integrations: Strategically assess, select, and integrate third-party applications, ensuring seamless interoperability with Dynamics 365.</p>

Role accountabilities

Regulatory Compliance Expertise: Stay updated on evolving regulatory and compliance requirements relevant to finance and supply chain management, and ensure the solutions meet these standards.

Innovation Promotion: Identify and propose innovative technologies or features within Dynamics 365 that can drive efficiencies or competitive advantages within the financial and supply chain domain.

Performance Analytics: Develop and implement advanced analytics and reporting capabilities within Dynamics 365 to provide actionable insights for business improvement.

Complex Issue Resolution: Handle complex technical issues and challenges with agility, finding creative solutions that mitigate risks and minimize disruptions.

Advanced Training Programs: Create and deliver advanced training programs for team members to deepen their knowledge and expertise in Dynamics 365.

Solution Governance: Establish governance structures and protocols to maintain the quality, compliance, and consistency of Dynamics 365 solutions across the organization.

Business Continuity Planning: Develop and maintain robust disaster recovery and business continuity plans for Dynamics 365 systems to ensure uninterrupted operations.

Solution Innovation Pipeline: Foster an ongoing innovation pipeline, identifying opportunities for incremental improvements and enhancements to the Dynamics 365 solutions.

Client Advisory Services: Act as a trusted advisor, offering strategic insights and recommendations to business stakeholder for optimizing their financial and supply chain management processes.

Cybersecurity Preparedness: Implement advanced cybersecurity measures, staying vigilant against emerging threats, and ensuring the security of sensitive financial and supply chain data.

Leveraging Artificial Intelligence (AI) and Machine Learning (ML): Explore and implement AI and ML capabilities within Dynamics 365 to automate processes and enhance decision-making.

Multi-Cloud Strategy: Develop and execute a multi-cloud strategy to ensure business continuity and data redundancy.

Supply Chain Resilience: Enhance supply chain resilience by implementing risk mitigation strategies and technologies to address disruptions effectively.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification	
Professional expertise (know how & experience) ⁷	
Essential	Desirable
<ul style="list-style-type: none"> • Strong experience with Dynamics 365 F&O, including experience with its architecture, customization, and integration • Strong understanding of financial and supply chain management processes, regulations, and best practices. • Strong experience with Azure, including Azure Logic Apps and Power Automate • Strong experience with Agile methodologies • Strong verbal and written communication skills • Proven track record in designing and implementing complex Dynamics 365 Finance and Supply Chain solutions in various industry domains. • Strong problem-solving skills and ability to think strategically • Experience with Power Apps, Power BI, and other Power Platform tools is a plus. 	<ul style="list-style-type: none"> • Architectural Frameworks – Togaf, Zachman • Some understanding of the Software Development Life Cycle (SDLC). • A professional accounting or supply chain management certification (e.g., CPA, CSCP). • CI/CD • Knowledge of AI and ML technologies and their application in finance and supply chain.
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Dynamics 365 Finance and Supply Chain • Dynamics 365 Assets • Microsoft Azure, • Microsoft Power Platform, Power BI • Azure Integration : Logic apps, Function App, Service Bus, Event Grid, Event Hub • Excellent organisational and analytical skills. • Strong analytical and problem-solving skills to address complex technical challenges. • Experience in root cause analysis and structured troubleshooting. • Ability to lead change management efforts to facilitate the adoption of new systems. • Good written and communication skills. 	<ul style="list-style-type: none"> • Azure for DevOps. • Azure Cloud Adoption Framework • Azure IoT

Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> A bachelor's degree in Computer Science, Information Technology, Finance, Business, or a related field. 	BCS Practitioner Certificate in Enterprise and Solutions Architecture Togaf, Zachman DAMA Microsoft Certification – AZ900, AZ305, MB700

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is an Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding (delete if not relevant)	
Any appointment to this post is conditional upon and subject to: (delete as appropriate)	<ul style="list-style-type: none"> Enhanced certificate / standard certificate / basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)
	<ul style="list-style-type: none"> SMCR check