

Lead Dynamics CRM F&O Engineer



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for our residents

What's it all about

> IS&C > Software Engineering

You will be responsible to provide technical leadership and guidance to a team of CRM F&O engineers, ensuring best practice, standards and guidelines for solution development. You will lead the design, development, customisation and implementation of operation solutions on Dynamics 365 Finance and operations

How you'll make a difference

By leading the delivery of Dynamics CRM F&O solutions, you will ensure that solutions are designed, developed and implemented to meet business needs, drive operational efficiency and enable digital transformation initiatives to ultimately provide a quality service to our residents.

How you'll do it

- Lead the design and architecture of Dynamics CRM F&O solutions, including configuring entities, workflows, business processes and integrations with other systems to support business processes and requirements.
- Oversee the customisation and development of Dynamics F&O solutions including designing and implementing customisation, extensions and integrations using tools such as x++, C# and power platform.
- Ensure the quality and reliability of Dynamics CRM F&O solutions through code reviews, testing and validations, ensuring that the solutions meet functional and technical requirements and comply with industry standards and best practices.
- Optimise the performance and scalability of CRM F&O solutions through performance tuning, code optimisation and architectural improvements to ensure efficient data processing and system responsiveness.
- Lead on the integration of Dynamics CRM F&O with other systems and applications.

- Document technical designs, configurations and customisation of Dynamics CRM F&O solutions and provide training and knowledge transfer to team members for effective solution adoption and support.
- Identify and mitigate risks related to solution development and implementation, including security risks, data privacy concerns and compliance with regulatory requirements such as GDPR.
- Stay abreast of emerging technologies, tools and updates related to Dynamics CRM F&O and provide recommendations for process improvements, tools enhancements and system optimisation to drive continuous improvement and innovation.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. -You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level

This is a people manager role. Please [refer to our people manager standards](#).

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Essential knowledge, experience and skills including qualifications and professional membership.

- Bachelor's degree in either computer science/Information Systems or equivalent experience
- Ability to lead a team of Dynamics CRM F&O engineers, providing guidance, direction and support.
- Strong analytical skills to analyse complex business processes, identify technical challenges and propose solutions.
- Excellent communication and problem-solving skills, with the ability to influence internal and external stakeholders.
- Proficiency in Microsoft Dynamics 365 Finance and operations development, customisation and configuration
- Experience of programming language x++ and C#
- Experience of Microsoft Power Platform tools, including Power Apps and Power Automate for extending Dynamics 365 functionality.
- Understanding of Dynamics 365 data model, entities, forms, workflows and business processes
- Familiarity with integration technologies and patterns such as Data entities. OData and Azure Integration services
- Knowledge of SQL Server and Database concepts for data manipulation and reporting.
- Experience of with version control systems such as Git for managing codebase and collaborative development.
- Knowledge of Infrastructure as Code principles using Azure Resource Manager(ARM) or BICEP
- Experience in conducting impact assessments and risk analysis for proposed changes and enhancements.
- Ability to troubleshoot and debug issues in Dynamics CRM F&O solutions, identifying root causes and implementing fixes.
- Experience in mentoring and coaching junior team members, fostering their growth and development.
- Effective time management and prioritisation skills to manage multiple projects and deadlines.
- Proven track record of delivering high quality solutions on time and within budget.
- This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)