

D365 F&O Functional Analyst

Information, Systems and Change

Overview	
Role Purpose	The Dynamics 365 Finance and Operations Functional Consultant is responsible for designing, configuring, and implementing Microsoft Dynamics 365 Finance and Operations solutions for clients. This role requires a deep understanding of finance and accounting processes, as well as strong technical skills in Dynamics 365 configuration and customization. The Functional Consultant collaborates with clients, project managers, developers, and other stakeholders to deliver successful implementations that meet business requirements.
Responsible for	<ul style="list-style-type: none"> Designing and configuring Dynamics 365 Finance and Operations solutions to meet NHG-specific finance and supply chain requirements. Collaborating with Business SME, project managers, developers, and stakeholders to ensure successful project delivery. Providing expertise in finance and supply chain management processes within the Dynamics 365 Finance and Operations context. Training end-users on the effective utilization of the system for finance and supply chain operations. Continuously improving processes and recommending enhancements to optimize finance and supply chain management.
Reports to	Head of Architecture
Line management	N/A
Tier	
Level	
Role relationships	
Internal	Architects, Development/Scrum Teams, Project Managers, Technical and Business Analysts, Product/Process Owners, and Business Users.
External	3 rd party solutions and service providers.

Role accountabilities	
<ul style="list-style-type: none"> Requirement Gathering: Work closely with clients to understand their business processes, financial requirements, and operational needs. Conduct workshops and interviews to gather detailed functional requirements. Solution Design: Analyse gathered requirements and propose appropriate solutions using Dynamics 365 Finance and Operations. Develop functional design documentation, including process flows, data models, and system configurations. 	

Role accountabilities

- **Configuration and Customization:** Configure Dynamics 365 Finance and Operations to meet client-specific business needs. Customize the system by leveraging features such as workflows, data entities, business rules, and security models.
- **System Testing:** Develop and execute test plans to validate the configured system against business requirements. Identify and resolve any issues or gaps in functionality. Collaborate with clients and project teams to conduct user acceptance testing (UAT).
- **Training and Documentation:** Prepare and deliver training sessions to educate end-users on the effective use of Dynamics 365 Finance and Operations. Create user documentation, including user guides, training materials, and standard operating procedures.
- **Deployment and Go-Live Support:** Assist with system deployment activities, including data migration, integration, and system cutovers. Provide post-implementation support, address user queries, and troubleshoot issues to ensure a smooth go-live experience.
- **Continuous Improvement:** Stay updated with the latest features and functionalities of Dynamics 365 Finance and Operations. Proactively identify opportunities for process optimization and system enhancements. Collaborate with stakeholders to recommend and implement improvements.
- **Collaboration and Communication:** Work closely with project managers, developers, and other functional and technical teams to ensure effective coordination and successful project delivery. Communicate project status, risks, and issues to stakeholders in a clear and concise manner.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

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

Experience (executive)

Essential	Desirable

Professional expertise (know how & experience)

- **Dynamics 365 Finance and Operations Expertise:** In-depth knowledge and expertise in Dynamics 365 Finance and Operations, including a deep understanding of the system's modules, functionalities, and capabilities related to finance and supply chain management.
- **Finance and Accounting Knowledge:** Strong knowledge and understanding of finance and accounting principles, processes, and best practices. This includes expertise in areas such as general ledger, accounts payable/receivable, budgeting, cash management, and financial reporting.
- **Supply Chain Management Knowledge:** Solid understanding of supply chain management concepts and processes, including procurement, inventory management, logistics, and demand planning. The ability to align supply chain operations with the Dynamics 365 Finance and Operations system is crucial.
- **Configuration and Customization:** Proficiency in configuring and customizing Dynamics 365 Finance and Operations to meet client-specific requirements. This includes the ability to design workflows, define data entities, create business rules, and establish security models within the finance and supply chain domains.
- **Business Process Analysis:** Strong analytical skills to analyze complex business processes, identify pain points, and propose effective solutions using Dynamics 365 Finance and Operations. The ability to understand and map finance and supply chain processes is critical for successful system implementations.
- **Problem-Solving and Troubleshooting:** Excellent problem-solving skills to identify and resolve issues during system implementation and post-implementation support. This includes the ability to troubleshoot technical and functional problems, conduct root cause analysis, and propose effective solutions.
- **Communication and Stakeholder Management:** Strong communication and stakeholder management skills to effectively collaborate with clients, project managers, developers, and end-users. The ability to understand and translate technical concepts into non-technical language is essential for successful engagements.
- **Training and Documentation:** The ability to deliver training sessions and create user documentation to educate end-users on utilizing Dynamics 365 Finance and Operations for finance and supply chain operations. This includes the ability to explain complex concepts in a clear and concise manner.
- **Project Management:** Strong project management skills, including the ability to manage priorities, adhere to project timelines, and deliver high-quality results. The

consultant should be able to work effectively within project teams and contribute to successful project delivery.

- Continuous Learning: A commitment to continuous learning and staying updated with the latest advancements in Dynamics 365 Finance and Operations. This includes a willingness to obtain relevant certifications and participate in professional development activities to enhance skills and expertise.

Skills

- Up-to-date and in-depth experience of implementing Microsoft Dynamics 365 F&O.
- Broad technical and functional knowledge of Microsoft Dynamics 365 F&O (out-of-the-box functionality and limits).
- Ability to manage and communicate effectively with a wide range of stakeholders, both technical and non-technical.
- Strong understanding of relevant business processes (e.g. finance, sales, purchase to pay, warehouse management) and experience in defining 'to be' process structures.
- Experience in performing fit/gap analysis between business requirements and out-the-box functionality.
- Experience in documenting and communicating the solution overview and functional design.
- Experience in defining and executing end-to-end functional testing.
- Experience in developing and delivering end user training.
- Experience in delivering at least two Microsoft Dynamics 365 implementations through the entire project life cycle.
- Understanding of business transformation programmes, not just technology or software implementations.

Qualifications and/or professional membership

Essential

- Bachelor's or Master's degree in Finance, Accounting, Business Administration, or a related field.
- Relevant certifications in Dynamics 365 Finance and Operations, such as Microsoft Certified: Dynamics 365 Finance Functional Consultant Associate.
- Proven experience (typically 3+ years) in implementing Dynamics 365 Finance and Operations or similar ERP systems, preferably in a consulting or professional services environment.

NHG Values and Behaviours

NHG Values and Behaviours serve as a guiding framework for our staff and helps us understand how our values should be visible in everything we say and do. They outline what we expect from our staff at different levels across the organisation.

This role is a COLLEAGUE level and therefore you should refer to the **COLLEAGUE** behaviours in addition to this role profile.

The full list of NHG Values and Behaviours is available on our external job site page and intranet, Milo.

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