

D365 Development Lead

Job purpose: this senior technical specialist will lead the development of the Law Society's business-critical MS Dynamics 365 CRM solution, ensuring it meets business needs and evolves in line with new requirements and functionality to enable the Society to create a single customer data source integrated with other critical solutions. The role holder will also advise on and provide specialist support for CRM within a multi-disciplinary applications team.

Key Accountabilities:

Lead the development of and provide senior technical support for Dynamics 365 CRM including:

- Act as Technical Lead for the CRM system, managing system development processes, overseeing requirements and product developments, and engaging with key stakeholders
- Lead on the development of CRM within TLS, including providing consultancy on the direction and development of D365 across TLS to achieve operational and project goals
- Provide specialist advice and lead the continuous review and development of TLS's Microsoft Dynamics 365 CRM-related data, processes and solution to ensure they are fit for purpose, deliver efficiencies to the business and adhere to security requirements
- Working with IT architecture and change colleagues, lead tactical and strategic CRM changes and adoption to new and existing users, including detailed analysis, robust design, thorough testing, initial delivery and transition into service
- Lead CRM development change, including creating new or improved functionality such as custom entities and plugins, dashboards and business process flows through an agreed deployment process
- Monitor and review software updates, new functionality and market offerings to enable safe and effective deployment of appropriate enhancements
- Provide specialist advice and consultancy to support the maintenance of data feeds including complex development, investigations, analysis and issue resolution
- Provide consultancy on and change proposals for CRM to the IT Change Advisory Board
- Advise on and lead CRM implementations to drive corporate initiatives including data quality improvements and master data management
- Provide specialist advice and proactively engage with internal and external stakeholders to lead the identification of strategic and tactical developments to meet business needs and align these to best practice solutions
- Direct and help the continuous improvement of CRM governance, policies and processes to establish greater consistency, improved processes and enhanced synergy across TLS

Research and analyse bug, incident and problem issues, identifying then implementing solutions:

- Provide specialist advice and analysis to help head CRM bug, incident and problem resolution, working within the Application team, across TLS and with third parties to resolve using agreed processes and channels

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- Work with Application team colleagues to provide user, process and solution insights and materials across TLS for the benefit of knowledge development and enabling effective support of CRM
- Support the creation of communications to promote usage of CRM, ensure knowledge sharing is continuously improved including transferring skills to users
- Working with Risk & Assurance and Information teams, be support activities to ensure compliance with corporate control processes and proactively identify data integrity, legality, quality, accessibility and compliance opportunities

Corporate responsibilities:

- Provide a professional, proactive and commercially focused approach to CRM service delivery across the organisation, through agreed service standards
- Champion, promote and demonstrate the organisations values in all aspects/areas of the role both within the department and across the organisation
- Support the organisations management team in the delivery of the vision and corporate priorities
- Take responsibility for supporting cost-cutting initiatives, both within own service area and across the organisation with others
- Be a positive ambassador for the organisation, maximising our influence and promoting TLS in a positive light and creating opportunities to enhance the organisation's image and reputation
- Provide a visible commitment to customer satisfaction and continuous improvement across all services

Knowledge, skills and experience

Essential

- Substantial experience of the full lifecycle for Microsoft Dynamics 365 CRM development from conception, architecture and design through to test and deployment
- Experience supporting Microsoft Dynamics 365 CRM, including ticket administration, root cause analysis cross platform and implementing fixes to agreed standards
- Microsoft D365 developer certification (preferably PL-200 and MB-230)
- Competent with the use and configuration of the following IT applications:
 - Microsoft Dynamics 365
 - Microsoft DevOps
 - Microsoft Power Apps
- Qualified practitioner of ITIL or Agile project delivery methodologies and tools
- Experience and understanding of data management best practice, processes, opportunities and risks, with a proactive approach to research in these areas

Desirable

- Experience strategically managing CRM solutions
- Detailed understanding of the Microsoft Dynamics database schema, business data model and security model
- Understanding of common data service/dataverse
- C# capabilities working with .Net assemblies
- Competent with the use and configuration of the following IT applications:
 - Azure data factory
 - Microsoft PowerBI
 - Microsoft SharePoint

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- Experience working in a Dev/Ops environment with CI/CD via DevOps
- Demonstrable experience in interpreting and presenting accurate data in a way that is meaningful to stakeholders at varying levels
- Experience of leading internal customers and third-party suppliers
- Experience in managing technical change processes, aligned to ITIL
- Excellent written, oral and numeric skills
- Business analysis and project management skills and experience in relation to planning, implementing and testing software upgrades
- Experience providing excellent customer service to stakeholders of all levels
- Results focussed, able to plan ahead to manage expectations and solve problems
- Able to plan and organise own time balancing shifting priorities whilst delivering a first-class service across all areas
- Able to cope with the ambiguity of an organisation going through significant change, with the ability to adapt
- Self-motivated, pro-active approach, with the ability to influence others and work effectively as a member of the team
- Follows test-driven development and development workflow best practices

Planning & Organising

- The ability to build and continually improve TLS's CRM including support and development for the business-critical system
- Develop and present business cases for change to gain buy-in from stakeholders and to ensure that the organisation is in line with best practice
- Ability to work autonomously and as part of a team
- Strong resilience and the ability to deal with ambiguity

Organisation Chart

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Dimensions

Operating environment

- Permanent role
- Serves a client base of approx. 450 internal customers and TLS's external digital service customers
- Reporting into the Application Services Manager

Financial responsibility

- No budget responsibility

Creative Responsibility

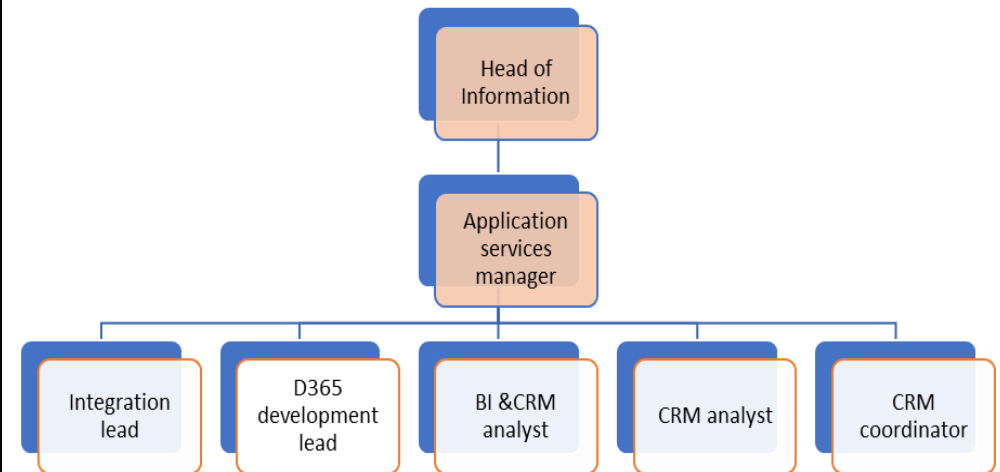
- Developing the strategies, plans and processes to establish and improve every aspect of CRM-related data, processes and systems
- Identify opportunities to improve knowledge of CRM for staff, particularly within the application team

Analytical Responsibility

- Responsible for investigating and resolving CRM-related issues
- Responsible for identifying and delivering CRM people, process and technology improvement opportunities

Location

- London
- Flexible working by arrangement



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