

Job Description – Lead Dynamics Administrator

Status:	Permanent – Full time 37.5
Location:	Leatherhead, Surrey / Hybrid (2 days a week onsite)
Reporting to:	Enterprise Data Architect
Department:	IT

About Police Federation of England & Wales

When you join the Police Federation of England and Wales, you will be part of a non-for-profit organisation that serves more than 140,000 rank and file police officers in the political and personal arena. You will work with experts in policing, motivated colleagues, and front-line officers to position the organisation as the undisputed voice of policing.

If you enjoy working in a challenging and complex environment, connecting with a diverse range of people, Police Federation of England & Wales is a great place to work.

Primary Function

The main responsibility of the Lead Dynamics Administrator is to handle the technical aspects of managing and maintaining core business applications within PFEW. The current setup of PFEW includes a range of Dynamics 365 modules including: Dynamics 365 Sales, Customer Service, Marketing, Navision, Finance and Operations. Additionally, there are bespoke applications within these modules that integrate with Power Platform components such as: Canvas apps, Power Page Sites and Power Automate Flows.

The Lead Dynamics Administrator is required to be hands-on with offering assistance in these modules but will also be responsible for admins of other applications, utilised within the organization.

The Lead Dynamics Administrator will provide subject matter expertise when diagnosing service desk incidents and finding solutions for their successful resolution. Close collaboration with PFEW project teams is also expected to ensure the successful delivery of any projects.

Key Responsibilities

- Administer the system, including JML processes, users, and ownership teams in Dynamics 365 CE applications.
 - Provide specialised technical expertise and knowledge that will support the smooth operation and upkeep of the various live and sandbox environments. This may include setting up and configuring new vanilla instances of Dynamics 365 CE environments.
 - Coordinate with the training department and lead technical training and 'train-the-trainer' initiatives.
 - Monitor Dynamics 365 CE environment health and alerts, resolving issues as and when they have been identified.
 - Identifying, documenting, and categorising configuration changes to Dynamics 365 CE environments.
 - Engaging with third party technology providers, contractors and suppliers.
 - Participate in scoping and requirements gathering exercises to gain a better understanding of future Dynamics 365 CE upgrades / projects.
 - Be responsible for providing guidance and direction in relation to incident resolution, configuration, capacity, continuity, and release management queries related to Dynamics 365 CE applications.
 - Build strong relationships and present technical ideas and concepts to technical and non-technical audiences.
 - Championing valuable ideas to senior stakeholders.
 - Support the Dynamics team with technical issues and their development, up-skill colleagues within the team and wider organisation.
 - Generate comprehensive functional and training documentation for stakeholders.
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Key Skills & Experience

Technical Experience

- Experience maintaining and supporting Dynamics 365 CE applications (i.e., either on-premise or online).
- Knowledge and experience in implementing a Dynamics 365 CE security model to meet the needs of business requirements.
- Experience in administering Dynamics 365 CE environments using the XRMToolkit.
- Data analysis and reporting capabilities within Dynamics 365 CE applications.
- Good understanding and hands on experience of business units, entity relationships, the Dataverse and technical implementation of the Power Platform.
- Ability to generate comprehensive functional and training documentation.
- Knowledge of SDLC methodologies, including Agile and Scrum.
- Knowledge of continuous integration and continuous development Pipelines and source control.

Advantageous Technical Experience

- Experience working with Azure Dev Ops.
- Experience with Dynamics ERP applications (I.e., Dynamics Finance and Operations, Dynamics Supply Chain Management, Dynamics Business Central etc)
- Administration and management of Azure environments, including Network Resource Groups, Virtual Machines, Active Directory and Logic Apps.

Skills and Experience

- Be an excellent communicator and comfortable at explaining and presenting technical ideas and concepts to technical and non-technical audiences.
- Able to demonstrate confidence in championing valuable ideas to senior stakeholders.
- The ability to work under pressure and be capable of balancing competing demands and priorities.
- Able to understand end-user / stakeholder requirements with the ability to convert those requirements into technical specifications.
- Have good communication, negotiation and influencing skills in order to work effectively throughout the organisation and with external contractors and suppliers.
- Excellent problem-solving skills and the ability to troubleshoot complex issues independently.
- Willingness to learn new technologies whilst keeping up-to-date with the latest, relevant updates and releases.
- Knowledge of data protection regulations and privacy policies (GDPR) would be an advantage.

Certifications

Ideally one or more of the following certifications, or equivalent on-premises certification:

- Dynamics 365 Fundamentals (CRM)
- Power Platform App Maker Associate
- Power Platform Functional Consultant Associate
- Dynamics 365 Sales Functional Consultant Associate

What PFEW will offer you

We offer multiple benefits to our HQ employees including: flexible working, hybrid working, competitive salary, private healthcare, enhanced pension contribution, enhanced leave, employee assistance program, onsite free lunches and refreshments, free onsite gym, free onsite parking, 26 days holiday (increasing with length of service), mental health clinics, support for continuous professional development, employee discounts and more....

Interview Process

- Telephone Interview with Talent Acquisition Lead
- Virtual Interview with Enterprise Data Architect and Solutions Architect
- Assessment task

*Please note that these duties and responsibilities are not exhaustive and may be changed from time to time in line with the reasonable requirements of the Police Federation and as directed by the line manager, on behalf of the Head of Department.