Job Title:	Dynamics 365 Developer
Department:	ICT
Location:	Pakistan – Remote
Reports to:	ICT Manager
Line Management Responsibility:	None
Budgetary Responsibility:	None
Child safeguarding level:	We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or if the employee is not a UK resident, a check to its equivalent in the current residing country will be required.

Job Purpose:

The post holder will be responsible for developing and executing the CRM roadmap. This role will manage multiple projects working closely with key stakeholder to ensure organisation CRM requirements are being met.

Key Accountabilities:

1. Act as the lead for migrating to the fundraising and engagement platform, perform end-user administration tasks, provide comprehensive support and troubleshoot issues related to the platform and third party tools
2. To develop and execute the technical roadmap for CRM, working closely with system users to leverage the platform further. To develop and achieve the aim of the CRM being fully integral to the provision of membership engagement services
3. To develop CRM workflows to support business processes, extract data, produce tailored reports and respond to other member information requests
4. To provide support and CRM training to staff on an ongoing basis to best utilise the system, implementing "how to" guides, resolving user issues and interfacing with external support as required
5. To create and manage CRM export and import processes to support team requirements and identify, deploy and use plug-ins and third-party tools that deliver added value within CRM
6. To work with the team to plan and implement a mid-to-long term strategy to improve the use of software across all business requirements and involvement in other data co-ordination and general IT requirements as needed.

Operational

7. To act as a system administrator and co-ordinator for the company's member system requirements, principally through the Microsoft Dynamics based CRM system, but also for other system and data management requirements
8. To work with stakeholder to ensure data integrity
9. To conduct a training needs analysis and deliver training as required
10. To review the business requirements and work with relevant stakeholders to address needs
11. To customise system components to fit business needs

Other

12. To ensure all records and documents are maintained and stored appropriately in line with MA document management and IT policies.
13. To comply with all policies, procedures, legal and regulatory requirements.
14. To ensure developed code commented and stored in MA document management

Person Specification		
	Essential / Desirable	**Assessment Stage**
Qualifications:		
Educated to Bachelor's degree level.	Essential	Application
Microsoft Dynamics CRM certifications.	Essential	Application
Experience & Knowledge:		
Understanding of development programmes design, implementation and evaluation.	Essential	Application and Interview
Proven experience in a CRM Developer role (ideal backgrounds include: a similar developer role in Not For Profit sector, marketing agency, web company, data-base management, or other data strategy type positions).	Essential	Application and Interview
Proven experience of successfully managing multiple projects in a fast-paced environment.	Essential	Application and Interview
Strong technical understanding of Dynamics Online and Dynamics 365.	Essential	Application and Interview
Hands-on experience developing custom Dynamics CRM extensions.	Essential	Application and Interview
Essential D365 technical skills including C#, .NET Framework, JavaScript, customization and configuration, model/canvas-driven application development.	Essential	Application and Interview
Hands-on, functional knowledge of Business Central would be an advantage.	Desirable	Application and Interview
Skills & Abilities:		
Good interpersonal and communication skills and ability to liaise effectively with people at various levels.	Essential	Application and Interview
Good team working skills with the ability to work with different and sometime conflicting agendas.	Essential	Application and Interview
Highly organised with strong project management skills.	Essential	Application and Interview
Ability to working on own initiative and self-sufficiency on a day-to-day basis.	Essential	Application and Interview
Deep knowledge of Microsoft applications and the ability to learn and use any software adopted by Muslim Aid.	Essential	Application and Interview
Ability to work under pressure and on own initiative.	Essential	Application and Interview
Ability to work UK business hours	Essential	Application and Interview
Commitments:		
Commitment to Muslim Aid's mission, visions and values	Essential	
Commitment to Muslim Aid's ethos	Essential	
Commitment to equality of opportunity and diversity	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

Competencies	Definition
You will display the competencies below :	
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts
Communication	The ability to listen, express and communicate information effectively
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals
Results Focused	Getting the job done in an efficient way through effective time, task and financial management
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee signature:		**Employee Name:**		**Date:**	
Line Manager signature:		**Line Manager Name:**		**Date:**	