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**Job Description: Dynamics Developer**

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| **Responsible to** | CTO |
| **Salary** | NJC PT 28 - PT 36, dependent on experience |
| **Hours** | 35 hours per week |
| **Contract** | Fixed term to March 2026 |
| **Job Family and Level** | Professional Other |
| **Annual Leave** | 25 days (rising to 30 days after 5 years) pro-rata to hours |
| **Based** | Zion Centre, Manchester with option to work agile from Big Life sites and from home |

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| Main Aims of the Post |
| The Dynamics Developer is part of The Big Life group technology team, which develops and delivers services that change lives. This role will support the Development team to transform the way in which we engage with our service users, through the maintenance and development of our CRM Dynamics technology.  The Developer works with a team of Technical Business Analysts and Developers to interface with both technical and non-technical teams to ensure that the organisation can unlock the value of Dynamics to our service users.  They work in partnership with IT, data, external suppliers, and internal stakeholders across the group, working on projects as well as managing their own development backlog. |

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| Main duties | |
| **1** | Work across the full development lifecycle, creating design requirements, proposing solutions, developing/configuring Dynamics software (though other software development may be required) and ongoing maintenance and development operationally. |
| **2.** | Work on projects alone or collaboratively as part of an agile/waterfall delivery team to implement changes. You will be involved throughout the whole development lifecycle and may work on a range of activities (either yourself or supporting other suppliers/areas of the organisation) including development, testing, and ongoing maintenance. |
| **3.** | Ensure all development follows best practice, particularly in relation to security and maintainability |
| **4..** | Work with internal and external infrastructure teams and operations teams to maintain highly reliable and scalable systems |
| **5.** | Analyse technical and business aspects of existing systems to understand and record how they work, as part of any work to undertake enhancements or replacement of those systems. |
| **6.** | Work as a member of project and agile teams, as well as independently, on a variety of projects. You may need to undertake a variety of activities to help the delivery team make progress, which may include analysis, development, refining design requirements, and testing. |

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| General Work-Related Expectations | |
| **1** | To work within The Big Life group’s values, ethos and vision. |
| **2** | To contribute to the development of The Big Life group |
| **3** | To work in accordance with all policies and procedures of The Big Life group |
| **4** | To identify and attend training as required |
| **5** | To work in accordance with all relevant legislation |
| **6** | To undergo regular one to one meetings and an annual review |
| **7** | To undertake any other duties as required, appropriate to the post |

**Minimum Training required for this post**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Mission and Values | ✓ | Once |  |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers | ✓ | Every 3 years |  |
| Health and Safety internal/briefing | ✓ | Annual |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity | ✓ | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager

**Person Specification: Dynamics Developer**

The successful candidate will be able to demonstrate that they meet all the following points.

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|  | | **Method of Assessment** |
| **Employment experience** | | |
| 1.1 | Experience of configuring Dynamics CRM systems | A, I |
| 1.2 | Expertise in effective collaborative working as part of a team, and the associated tools and practices (agile working practices, refining requirements, version control). | A, I |
| 1.3 | Experience working across the software lifecycle, analysing and design, refining requirements, proposing solutions, estimating, developing the software, deployment, ongoing maintenance and development operationally. | A, I |
| 1.4 | Experience of driving continual improvements to systems, processes and working practices to deliver increased performance, efficiency, and quality on the systems we maintain | A,I |
| **Education** | | |
| 2.1 | Degree or 3 years’ experience | A, I |
| **Knowledge** | | |
| 3.1 | Knowledge of the barriers that people face when accessing digital technology. | A, I |
| 3.2 | The ability to explain new technical concepts to help other technical professions to understand the benefits of new ways of working. | A, I, |
| Skills | | |
| 4.1 | Ability to engage and collaborate with a range of technical & non-technical stakeholders (including outsourcers) | A,I |
| 4.2 | Ability to analyse and solve problems with an appreciation of longer-term implications. | A,I |
| 4.1 | Understanding of relationship between system capabilities and their impact on business process redesign. | A, I |
| 4.2 | Ability to write efficient, high-quality code/test automation scripts that meet the business requirements | A, I |
| **Personal** | | |
| 5.1 | Positive and outlook and a ‘can do’ attitude | A,I |
| 5.2 | Personal resilience and flexible attitude in the face of difficulties | A, I |
| 5.3 | Commitment to working towards the Big Life group’s missions and values including having a non-judgemental approach | A, I |
| 5.4 | Commitment to developing Dynamics development skills and experience | A, I |

**Key:** A = Application Form, Interview = I, T = Test