

Job Description: Dynamics 365 CRM Specialist

Duration:	Permanent
Salary:	£42,687
Location:	Flexible
Reporting to:	COO
Department:	Charity Services

Key working relationships: Charity Services Team / Cross directorate collaboration

Purpose of the job

As our new Microsoft Dynamics Specialist, you will support and maintain our business-critical Microsoft Dynamics 365 system. Working closely with digital staff team and key Charity stakeholders, you will ensure our CRM is properly used, cross organisational processes are followed and that data integrity is maintained.

You will be the product owner of our Microsoft Dynamics system ensuring that UK Youth can deliver on their CRM and digital strategy. As the product owner you will be responsible for the management of the Change Request process, including both the gathering of detailed requirements for user proposed changes as well as the appropriate triaging of all incoming dynamic tickets to ensure they are correctly allocated for follow up against clear SLAs and that a feedback loop is in place.

About UK Youth

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We have influence as a sector-supporting infrastructure body, a direct delivery partner and a campaigner for social change. As outlined in our 2025 #unlockingyouthwork strategy, we believe youth work is a catalyst for change that young people need now more than ever. We play a unique role in addressing; the lack of investment into the youth sector, the lack of cross-sector understanding of how youth work makes a difference and the limited opportunities to embed effective solutions.

We are building a movement of change; galvanising likeminded individuals, organisations, government, and businesses from all sectors, to work together and deliver system change for all young people. Together we will create a society that understands, champions, and delivers effective youth work for all.

Key responsibilities

- Collaborate with other teams to develop system integrations, data migration and automated testing
- Mentors and guides fellow digital staff in technical skills and the application of development methodologies.
- Offer technical advice and guidance to the Charity
- Attend and proactively participate in regular performance reviews and charity meetings as required
- To maintain current industry knowledge and maintain personal professional development skills and make proactive recommendations
- To act as a positive ambassador for UK Youth and share knowledge and experience of the development of UK Youth and its profile
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post
- Embed cross directorate working, by building key relationships and highlighting synergies across our working practices to deliver efficiencies and improvements that ultimately progress the knowledge and quality

Other area of responsibilities

- Implement changes to the Dynamics 365 configuration
- Liaise with internal staff to ensure that business requirements are fulfilled
- Management of external support provider contract
- Developing and delivering functional and user testing sessions when needed (upgrades, new functionality, reported bugs).
- Monitoring interfaces between systems to ensure data quality.
- Identification of any upcoming or newly released functionality and investigating how this would fit our business processes as part of the periodic upgrade process.
- Managing users, user privileges and license allocation to ensure efficient use of licenses.
- Management of training for users and inductions.
- Monitoring and managing the core team support email box ensuring users are responded to in a timely fashion

Person Specification: Dynamics 365 CRM Specialist

Experience

- Advanced knowledge of Microsoft Dynamics 365 and the ability to pick up various IT systems quickly
- Strong experience of Microsoft Dynamics 365 configuration
- Strong experience of the Power Platform (PowerAutomate, PowerApps, Power BI)
- Able to demonstrate operational management experience and resolving first and second line daily operational challenges
- Experience of working effectively, with a wide range of organisations and individuals
- Experience of building strong customer relations, promoting ideas and influencing decision makers
- Experience of delivering high standards of customer care and support services
- A good understanding of data protection and legal compliance
- A good understanding of infosec and Microsoft architecture

Knowledge, skills and understanding

- Microsoft Dynamics certifications desirable
- Strong ability to convey technical information to the non-technical
- Excellent time and workload management skills with proven experience of meeting deadlines
- Very good interpersonal, customer care and communication skills
- Empathy with the needs of young people
- Excellent ICT skills

Personal qualities

- Able to build and manage positive relationships with stakeholders at the appropriate level
- Friendly approachable person with good organisational skills, enthusiasm, and energy, willing to undertake any task required of them.
- Self-motivated and capable of working on own and working with others when required.
- Flexible approach to work and be hands on to get the task done
- Excellent levels of discretion and judgement and experience of dealing with sensitive information
- Recognise and value all aspects of equality, diversity and inclusion



This post is subject to receipt of two satisfactory references, an enhanced DBS check and right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the company to undertake any duties within your skills and capabilities which the company reasonably considers necessary to meet business needs.