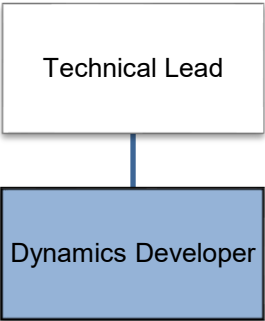


STEM Learning Limited

1. Role Particulars	
Role Title: Dynamics Developer	Reports to: Technical Lead
2. Organogram	
 <pre> graph TD TL[Technical Lead] --- DD[Dynamics Developer] </pre>	
3. Purpose of role	
STEM Learning UK develop award winning platforms that transform the learning experience for every child. Microsoft Dynamics is at the heart of our internal business processes; it is used by stakeholders across our networks and underpins the delivery of our main programmes. Dynamics provides course management, booking and bursary management and contact/school management. Other programme specific processes are supported through a series of PowerApps. Our ongoing strategy is to consolidate all customer management systems into Dynamics with the goals of: providing a rich management information base to stakeholders; creating a "single source of truth" for all back-office processes; and delivering a more cost-effective enterprise platform to the business.	
4. Key Results / Accountabilities expected from role	
As a CRM dynamics developer embedded within STEM Learning, the role holder will be critical to supporting STEM Learnings CRM goals by: • Contributing to and creating the overall technical architecture and solution design • Working with product owners to deliver new CRM and Power platform solutions and improving on existing functionality. • Creating and supporting integrations between Dynamics and other applications • Providing a "4th line" escalation point for the 1-3rd line support/service desk team for Dynamics / Power platform related queries. • Ensuring Dynamics delivers a great customer experience, and we are getting value from our D365 investment. • Working with 3rd party providers to support larger deliveries on your technical roadmap • Develop and customise Dynamics applications, ensuring optimal performance and integration with existing systems. The work is fast paced, often balancing changing business priorities while supporting our customers to make sure they have the best CRM experience. STEM learning Values are at the heart of our organisational culture. They personify our “attitudes of mind”, our ways of thinking and acting. Candidates will be expected to demonstrate our values within the role. The Values are: • Sustainable - We are committed to the well-being and development of our employees, stakeholders, and wider community (caring for people), nurturing the environment we live in (a	

thriving place) and the achievement of economic success (reinvesting profit) in a responsible and ethical way. • Innovative - We embrace new ideas, challenge the status quo, and foster a culture of creativity. • Proactive – We take initiative and make positive contributions to address challenges and seize opportunities.
5. Key challenges faced in the role
• Working to deadlines in a fast paced, dynamic working environment. • Managing different business priorities.
6. Any other information
The National STEM Learning Centre & Network is a key UK resource for supporting STEM teaching and learning through provision of resources, on-line and physical networking and communities and partnership with a wide range of organisations and individuals. This includes driving forward on-going development of the STEM Ambassadors and STEM Clubs programmes alongside subject-specific support for all involved in teaching STEM subjects to young people.
7. Experience and Expertise (typical educational qualification and experience)
We are looking for an all-rounder who has a comprehensive knowledge of MS Dynamics 365 CRM including: • Experience delivering enterprise solutions with Dynamics 365 Marketing; Dynamics 365 Sales; Dynamics 365 Customer Service modules. • Strong proficiency in configuring and customising Dynamics CRM entities, workflows, and plugins (C#). • Experience in integrating Dynamics with other business applications. • Solid understanding of CRM architecture, security models, and best practices. • Knowledge of the wider Microsoft estate e.g. Power Platform (Power Apps and Power Automate) & Dataverse • Familiarity with Azure services related to Dynamics 365. Our ideal candidate will have: • Demonstrable experience in similar dynamics developer role • A proven track record delivering business solutions in CRM/Power Platform It would be advantageous, but not essential, if you also had: • Experience integrating with Microsoft common data service, OData and APIs • A good working knowledge of service management and working to SLAs • Dynamics certification • Experience developing solutions within Dynamics 365 Business Central
8. Location
York-based