 **Role description**

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| Post: | Dynamics 365 Database Trainee |
| Location: | All Wales, with offices in Cardiff and St Asaph (currently working remotely) |
| Pay Band: | A2 – £24,769 - £27,414 |
| Reports To: | Database Development Manager |
| Contract type: | Fixed term - 2 years with potential for progression/ to be made permanent |

**Job Purpose:**

* To support delivery of the Microsoft Dynamics 365 Customer Relationship Management (CRM) system and external portal website
* To provide 1st line technical support queries professionally and efficiently while maintaining a high degree of customer service, ensuring that internal and external Service Level Agreements are met.
* To work effectively and productively with 3rd line support and take ownership of user problems by performing a technical diagnosis and fix either remotely or on-site

**Main Duties:**

1. Develop an understanding of the professional standards and systematic approach required towards support and development activity
2. Support the CRM system help desk function to provide service to staff, stakeholders and other system users and develop an appreciation of the functionality and operation of the CRM
3. Support the Database team to resolve tickets that have come into the helpdesk system, including documenting of calls on the Helpdesk
4. Develop an understanding of and support background maintenance of the CRM System
5. To undertake general network administration tasks including user account management, the assignment of appropriate access rights and profile management.
6. To make changes to the CRM database once agreed by the organisation
7. Support user acceptance testing on the system once changes have been implemented
8. Develop an understanding of project management techniques including Agile
9. Participate in structured learning focused on skills relevant to establishing necessary capabilities as a Dynamics 365 developer including:

* Understanding and gathering user requirements
* Designing solutions
* Re-designing business processes
* Customising Dynamics 365 to meet business requirements
* Supporting end user learning
* Testing solutions
* Implementing solutions
* Power Platform development
* Web site development
* Systems integration, API, data sharing
* Power Automate
* Charts and Views, Dashboard, Power BI reporting skills

1. Work towards gaining Microsoft certifications in Dynamics 365
2. Support the development team in the development of the Microsoft portal website, interfaces and integrations with other systems
3. To undertake such other duties appropriate to the level of the post that may reasonably be required.

**PERSON SPECIFICATION**

We expect all our staff embrace and demonstrate behaviour that is in line with our Organisational Values.

**Respect Everyone**

Seeing people as Individuals and treating everyone with dignity and respect

**Professional Approach**

Acting responsibly and appropriately, holding each other to account.

**Always Learning**

Improving ourselves and supporting others to be the best we can be.

**Involve People**

Encourage and enable everyone to work together

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|  | Essential | Desirable |
| Knowledge & Experience | Degree involving Computing, Engineering, IT or similar  Strong foundation skills in a modern programming language, e.g. C#, ASP.NET or web development skills including CSS, HTML and JavaScript or other programming languages  Demonstrable practical experience of development and good understanding of the Microsoft Technology Stack | First or upper second class degree  Microsoft Dynamics 365 CRM experience  Experience of using databases |
| Skills & Attributes | Strong ambition to pursue a career in software development  Exceptional organisational and communication skills  Strong analytical and problem solving skills  Openness and ability to seek support when required  Able to maintain confidentiality and act with discretion and diplomacy.  Acts with integrity, impartiality and independence, and aims to apply sound judgement in every situation.  Ability to develop and maintain excellent working relationships  Commitment to working in line with the Public Sector Values | Ability to work through the medium of Welsh |

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**Confidential**

**Application form**

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| Post applied for: |  |

For HR use only:

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| Candidate Reference Number |  |

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The information you provide in pages 1 to 4 of this application will only seen by our HR Team.

Only pages 5 onwards will be seen and used by the recruitment panel for shortlisting and interviewing.

**Personal details**

|  |  |
| --- | --- |
| **Surname** |  |
| **First name (s)** |  |
| **Pre-fix**  Mr/Mrs/Ms/Miss etc |  |
|  |  |
| **Home address** |  |
| **Telephone number** |  |
| **e-mail address** |  |

**References**

Please give details of two people to whom we may apply for a reference. One of these must be your present or most recent employer if applicable.

References will not be sought until after interview.

|  |  |
| --- | --- |
| 1. Name: | 2. Name: |
| Job Title: | Job Title |
| Capacity: | Capacity: |
| Address: | Address: |
| Postcode: | Postcode: |
| Telephone: | Telephone: |
| e-mail: | e-mail: |

**Relationships**

Have you any friends or relatives employed by the Social Care Wales? If so, please provide name(s) and relationships with those named.

*We us this information to make sure there are no conflicts of interest on our shortlist and interview panels.*

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**Legal status to work in the UK**

Do you have the legal right to work in the UK? (delete as appropriate)\* Yes/No\*

If ‘Yes’ but there are conditions attached, for example start or finish dates, please give details:

If ‘No’ please provide details of what type of permit you require

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**Please note:** If appointed, evidence of eligibility to work in the UK will need to be provided.

**Availability**

Are there any dates during the next two months when you cannot attend for interview?

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**Disability Confident**

We are a Disability Confident Committed employer. We will guarantee an interview to disabled people if they meet the minimum criteria for the post applied for.

I have a disability and would like to be given a guaranteed interview under scheme:

Yes No

**Assistance at interview**

Please provide details of any specific assistance, needs or equipment you may require to support you to attend an interview

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**Language choice**

Would you like to receive any elements of the interview process in Welsh?

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How did you hear about this position?

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**Education/qualifications**

Please give name and type of establishment and list qualifications gained.

Please note that you only need to list qualifications that link to the requirements outlined in the job description and person specification.

| **Establishment** | **Qualifications** |
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**Membership of professional bodies and professional qualifications**

Please give details of your membership of professional bodies and the level of qualification attained.

| **Professional Organisation** | **Level of membership attained** |
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**Employment**

If you are a school/college leaver please include details of holiday jobs where applicable.

**Present or last employer**

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| --- |
| Name, address and nature of business: |
| Position held and responsibilities: |
| Dates (Month and Year) From: To: |
| Salary (now or on leaving): |
| Notice Period: |
| Reason for leaving: |

**Previous employers**

Starting with the most recent. Add more rows if necessary.

| **Name and nature of business** | **Position held and main responsibilities** | **Duration - months and years** |
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**Supporting statement**

Taking into account the essential criteria outlined in the job description, please write below a supporting statement outlining how you feel your skills, knowledge and experience make you a suitable candidate for this role. Please include examples where possible. (We recommend between 500 – 1,000 words).

*Please note that the box will expand as you write in it if you require more space.*

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**Welsh language skills**

Please tell us about your Welsh language skills by putting an **x** in the box next to the statement that best suits your level of ability.

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| **Reading** | x |
| No skills |  |
| Can read some basic words and phrases with understanding |  |
| Can read simple material on everyday topics with understanding |  |
| Can read some routine work-related material with support e.g. dictionary |  |
| Can read most work-related material |  |
| Full understanding of all work-related material |  |
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| **Listening** |  |
| No skills |  |
| Can understand parts of a basic conversation |  |
| Can understand basic conversations about everyday topics |  |
| Can understand routine work-related conversations |  |
| Can understand most work-related conversations |  |
| Can understand all work-related conversations |  |
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| **Writing** |  |
| No skills |  |
| Can write basic messages on everyday topics |  |
| Can write simple work-related correspondence |  |
| Can prepare routine work-related material with checking |  |
| Can prepare most written work in Welsh |  |
| Can prepare written material for all work related matters |  |
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| **Speaking** |  |
| No skills |  |
| Can hold a basic conversation in Welsh |  |
| Can converse in simple work related conversations |  |
| Can converse in some work related conversations |  |
| Can converse in most work related conversations |  |
| Fluent |  |
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**Declaration**

I confirm that the details of this application and the evidence of competency provided in support of it, are to the best of my knowledge true and accurate; and I consent to Social Care Wales processing, by means of a computer database or otherwise, any information I have provided for the purposes of employment with Social Care Wales.

You can read our [privacy notice in full here](https://socialcare.wales/generic-content/privacy-notice).

Signature**:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return your completed application form to [HRTeam@socialcare.wales](mailto:HRTeam@socialcare.wales)