

Job Description

Post:	Systems Lead
Location:	Edinburgh or Glasgow, occasional travel through-out Scotland
Division:	Finance and Corporate Services
Reports To:	Head of IT
Salary:	£36,459 - £41,850

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

General Role

The Systems Lead plays a central role in making sure Children First gets the most from its digital systems. You will work with colleagues across the organisation to understand their system needs, support them to describe requirements clearly and work with the IT team, our Recording Our Work group and the Assistant Director for Digital Development to prioritise and deliver improvements that support our strategic aims.

You will lead the day-to-day management, development and governance of Microsoft Dynamics 365 and the Microsoft Power Platform, and you will work with IT colleagues to support the confident adoption of Office 365 tools. You will help colleagues across Children First feel supported to use these systems in ways that make their work easier, more connected and more productive. This includes helping teams use digital tools to collaborate, communicate and record their work in ways that reflect our child centred and relational approach.

You will also work closely with our Data and Evidence Lead to ensure we have the tools, system structures and processes needed to produce high quality reporting that helps us understand and demonstrate the impact of our work.

Key Result Areas

Microsoft Dynamics 365

- Responsibility for ongoing management, maintenance and development of our Microsoft Dynamics 365 Customer Service applications.
- Liaising with external development partners and other suppliers as necessary to report and test bugs and changes.
- Co-ordinating the quarterly release cycles for Microsoft Dynamics 365, including change requests, bug fixes and vendor service updates and feature releases across multiple environments.
- Planning, undertaking and documenting testing for all changes to Microsoft Dynamics 365 and co-ordinating input from IT colleagues, developers and system users to ensure changes are fully tested before deployment.
- Ensuring Microsoft Dynamics 365 technical queries are triaged, investigated, resolved and logged via our IT support portal.
- Providing 2nd line support for Microsoft Dynamics 365 and reporting issues.
- Responsibility for ensuring flows and processes in Microsoft Dynamics 365 are set up correctly and run without errors on a daily basis.
- Responsibility for monitoring Microsoft updates including 6 monthly wave updates to assess the impact on our Microsoft Dynamics 365 environments.
- Communicating release down time and upcoming changes clearly to colleagues.
- Ensuring tools, processes and guidance are in place to support colleagues to carry out data validation tasks confidently and effectively.
- Oversight of data anonymisation and retention processes.
- Supporting the creation of tools (dashboards, views and reports) to support services to validate their data, ensuring colleagues know how to access and use these tools.
- Supporting colleagues to take control of data integrity tasks as appropriate.
- The post holder will be expected to act as an escalation point for out-of-hours business-critical Microsoft Dynamics 365 issues.

Microsoft Power Platform

- Identifying opportunities where Power Apps and Power Automate flows could streamline tasks, support productivity and reduce manual processes across Children First.
- Working with IT colleagues to shape requirements and support the build, testing and implementation of Power Apps and flows that meet service and organisational needs.

Supporting Learning

- Co-ordinating the production of training and guidance resources in a variety of formats to support the use of Microsoft Dynamics 365 and Microsoft 365 applications across Children First.
- Ensuring the delivery of technical learning sessions as needed.

Evidencing Impact

- Supporting our aim to better evidence the impact of our work through the technical production of management information reports in collaboration with the Data and Evidence Lead and colleagues from other teams, using SQL, SSRS and Power BI tools as appropriate.
- Collaborating with colleagues and external developers to design and create operational reports, views and dashboards.
- Building and maintaining report templates within Microsoft Dynamics 365.

Key Relationships

- Work closely with colleagues in the IT team and the Assistant Director for Digital Development.
- Close collaboration with the Data and Evidence Lead and other colleagues responsible for embedding Recording Our Work practice and data quality.
- Co-ordinating with and supporting Microsoft Dynamics 365 Champions to understand and make best use of Microsoft Dynamics 365.
- Work in close partnership with external Microsoft Dynamics developers to ensure bugs are reported and resolved, change requests are clearly understood and that quarterly development sprints run on time and in line with available resources.
- Line management responsibility for the Systems Support Officer role with the potential for managing and overseeing input from volunteer roles where appropriate.

Additional Responsibilities

- To be committed and adhere to Children First vision and values.
- To comply with Children First Child Protection and Adult Protection policies and procedures and with National Guidance.
- To comply with Children First's code of conduct.
- To actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- To actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- To observe all health and safety requirements.
- To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices.

Person Specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Education or work experience that demonstrates excellent systems management skills. 	<ul style="list-style-type: none"> • Power BI, Power Apps and Microsoft Dynamics 365 certified courses.
Experience	<ul style="list-style-type: none"> • Continuous improvement of databases and applications. • Experience of using and developing data integrity tools and techniques. • Translating user requirements into system improvements, workflows, and automation. • Experience of producing learning resources in a range of formats. 	<ul style="list-style-type: none"> • Experience of developing Power Platform apps. • Experience of developing Microsoft Dynamics 365 systems. • Line management.
Knowledge	<ul style="list-style-type: none"> • Advanced level of computer literacy including proficiency in Microsoft 365 applications. • Use of DevOps tools to track issues and manage development sprints. • Excellent knowledge of principles and methods of data protection legislation supported by practical experience. 	<ul style="list-style-type: none"> • An understanding of technical report building including SQL, SSRS and Power BI. • An understanding of project management principles, tools and techniques and how these can be applied for technical projects. • Knowledge of Microsoft Azure DevOps.
Skills	<ul style="list-style-type: none"> • Excellent organisational skills, including ability to work on own initiative and to effectively manage and prioritise workload. • Ability to collaborate with internal teams and external partners to manage system changes in a fast-paced environment. • High degree of accuracy and attention to detail. • Excellent interpersonal and communication skills. 	<ul style="list-style-type: none"> • Business and process analyst skills.

<p>Other</p>	<ul style="list-style-type: none">• Commitment to Children First vision and values• Commitment to and understanding of the principles of participation.• Understanding of and commitment to the principles of involving volunteers.• Commitment and promotion of equal opportunities and anti-discriminatory practices at work• Awareness of personal responsibility in relation to health and safety	
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