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| ROLE PROFILE |
| Job title | 365 Developer | Date | 19/8/24 |
| Business | Group IT |
| Department | Group IT |
| Location | Leicester / Cornwall |
| ROLE SUMMARY (main purpose) |
| An experienced 365 Developer focused on low code or out of the box solutions using the products offered in the Microsoft 365 application suite.Working as part of a small 365 team, an integral cog to Samworth Brothers Business Solutions function and wider IT Services the 365 Developer will promote our services within the bakeries and businesses. |
| REPORTING STRUCTURE |
| Reports to | Group IT, 365 Solution Owner |
| Direct & indirect reports | None |
| Key internal stakeholders | IT Leadership Team, IT Operations, IT Project Management & Business Analysis |
| Key external stakeholders | Group Procurement Team,  |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES |
| * Own or assist in the creation & deployment of solutions using the 365 suite
	+ Tool selection
	+ Design
	+ Development
	+ Developer testing
	+ Documentation for technical & non-technical audiences
	+ Hyper care
* Support and foster the growth of Community Developers
	+ Consult
	+ Blogs, & other content useful to the community
	+ Support & help shape governance
* Provide third line support across 365 application suite
* Act as a 3rd line escalation point for all 365 issues
* Drive consistent and good practice in the Samworth Brothers application and the bakeries
* Liaise with 3rd parties as needed to address errors and issues
* Work with Samworth Brothers business requirements to provide solutions and enhancements to compliment business processes
* Identify, design and implement service improvements working with the rest of the 365 team
* Work with Support Specialists to resolve difficult issues and troubleshooting techniques
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| QUALIFICATIONS, EXPERIENCE, SKILLS / KNOWLEDGE |
| Qualifications | IT based Degree level qualification or 5+ years’ suitable experience working in IT. Microsoft Certifications in Power Platform - advantageous  |
| . Experience | Experience of working in a manufacturing environment supporting business processors and systemsFinance or Procurement experience would be advantageousApplication support or development background |
| Skills/ Knowledge | Proven experience in supporting & developing solutions on the M365 platform - focus on Power Platform (Power Apps, Power Automate & Power Platform), SharePoint & TeamsExcellent communication skills, can work effectively with diverse stakeholders & customers  |
| PERSONAL ATTRIBUTES & BEHAVIOURS |
| * Driven, works hard to continually improve
* Articulate & knowledgeable but with the ability to read the audience and pitch appropriately
* Approachable team player, will work well cross team & with business stakeholders
* Flexible, understands that it is not always 9 to 5 and that there is often overlap between IT teams. I win we all win attitude
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| COMPETENCIES FOR SUCCESS |
| Competency | Descriptors |
| Customer Focus  | Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers |
| Collaborative Team Working | The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with our Purpose Statement and Company Values |
| Flexibility & Adaptability | The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs |