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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 | | | |
| 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 systems  Finance or Procurement experience would be advantageous  Application 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 & Teams  Excellent 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 | | | |
| 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 | | |