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**NHS PROPERTY SERVICES LTD****Job Description**

<b>Job title:</b>	CRM Administrator
<b>Grade:</b>	2
<b>Type of role:</b>	Permanent
<b>Base:</b>	Regent House, Stockport.
<b>Travel requirements:</b>	Infrequent with some travel to hub sites
<b>Responsible to:</b>	Head of Customer Services
<b>Directorate:</b>	Customer Services

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

**Main purpose / scope of the role**

After successfully implementing Microsoft Dynamics for Customer Service in NHS Property Services over the past 2 years, the team require a pivotal role to support the CRM system. The role will be responsible for amending the CRM system, improving user adoption and supporting system configuration testing. The job calls for both basic technical capabilities and business process understanding, with a specific knowledge of Microsoft Dynamics 365 for customer service (CRM). As well as an experience of Office 365 administration to facilitate business user onboarding and off boarding processes and subsequent training requirements.

While not responsible for managing and resolving technical issues, support would be required to the level 1 and level 2 application support team. This might be basic configuration of dashboards or scoping potential solutions and subsequent testing. The role holder will be expected to liaise with the IT Business Relationship Manager, Application support and wider Customer Services team in order review system change requirements received from the business.

## **Key Responsibilities**

- Perform administrative tasks on the CRM system, from user support, query creation and dashboard development.
- Manage the user license allocation and data.
- Manage the onboarding and training log liaising with other business functions for new users.
- Develop the CRM super user network
- Support data integration projects from other systems
- Maintaining existing training guides
- Create dashboards for different teams within the system using advanced find functionality and the data visualisation capabilities within the system.
- Administer tools within CRM including customization (Voice of the customer surveys and GDPR contact verification) and configuration to system forms (UI)
- Monitor and manage progress of requests for support and ensure users and other interested parties are kept informed
- Support on root-cause analysis and liaise with the IT Business Relationship Manager, Application support team or other key business stakeholders to understand user issues with the CRM system.
- Support the enablement and testing of new Microsoft system upgrades; through the creation of robust testing scenarios
- Work with users to collate system change requests and collate as work packages to review with Business Relationship Manager and Customer Services Stakeholders in line with CAB
- Ensure all work is carried out and documented in accordance with required standards, methods and procedures
- Facilitate and support, in alignment to agreed processes used within the IT Service Desk and the wider business, the onboarding and offboarding of new system users. Including assigning the correct access and security permissions and correct Office 365 licence allocation
- Ensure CRM system usage abides to business processes, liaise with Business Process team where changes are identified.
- Review user roles, access and permissions (600 users)
- Travel to hub sites to support CRM users

### Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Computer Science or equivalent university degree</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Dynamics accreditation or certificates</li> <li>ITIL Service Management Foundation+</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Dynamics CRM 2013+ (specifically hands on applicable knowledge of Dynamics Online/365)</li> <li>Dynamics CRM web-app and plug-in experience</li> <li>IT service desk and ticketing system (examples: JIRA, Manage Engine, Zen Desk...)</li> <li>Office 365 administration</li> <li>User training and QRG development</li> </ul>	<ul style="list-style-type: none"> <li>Dynamics AX</li> <li>Dynamics NAV</li> <li>ACD/IVR system integration with CRM systems</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>1+ years of experience of L2/L3 Dynamics CRM 2013+ end-user support</li> <li>Trouble-shooting and undertaking detailed root-cause analysis</li> <li>Working with Subject Matter Experts to define and define/configure</li> </ul>	<ul style="list-style-type: none"> <li>Contact centre/helpdesk systems</li> <li>Account management systems</li> <li>Working within a contact centre/helpdesk organisation/department</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Analytical thinking acquiring understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts</li> <li>Attention to detail applying quality standards to all tasks undertaken and ensuring that nothing is overlooked</li> <li>Ability to work with business stakeholders and software vendors to resolve issues</li> <li>Ability to prioritise work load and manage expectations under pressure</li> <li>Excellent communication skills at all levels</li> <li>Customer-focused</li> </ul>	<ul style="list-style-type: none"> <li>Ability to train others on the usage of Dynamics</li> </ul>

<b>Personal qualities/abilities</b>	<ul style="list-style-type: none"><li>• Interpersonal and leadership skills - leadership, collaboration, facilitation, and negotiation skills</li><li>• Emotional intelligence - self-awareness, confidence, ability to manage conflict, empathise</li></ul>	
<b>Other requirements as applicable</b>	<ul style="list-style-type: none"><li>• Travel throughout UK</li></ul>	