

POSITION DESCRIPTION

Position Title:	CRM Developer/ Technical Analyst
Location:	Hybrid (min 2 days in Box Hill office)
Reporting to:	Project Manager, Strategy, Technology and Impact
Direct Reports:	N/A

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

PURPOSE OF ROLE

This is a hands-on technical delivery role responsible for the design, build, implementation, and ongoing enhancement of Microsoft Dynamics CRM solutions across the organisation.

We are looking for a great communicator who can understand the business needs (or pain points) and turn them into user-friendly, technical solutions.

The role ensures that:

- CRM solutions are fit-for-purpose, scalable, and aligned with Microsoft best practices
- Business needs are translated into effective functional and technical solutions
- Data across CRM and enterprise systems is standardised, consistent, and integrated
- Delivery is achieved through iterative engagement with product owners and stakeholders
- Complementary solutions developed in Logic Apps or Power Platform are robust and meet stakeholder needs.

Working within the project team, this position is an initial 12-month fixed term contract to deliver the No Interest Loan (NILS) CRM scope, with the opportunity for extension or to become ongoing. Depending on capacity, this role would also develop and deliver other project or IT solutions and services that contribute to organisation strategy and performance.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change

Key Accountability	Deliverables
Solution Design, Development & Delivery	- Design, configure and develop Dynamics 365 CRM solutions (Customer Engagement, Sales, and relevant modules) - Work directly with product owners and business stakeholders to define requirements and deliver iterative solutions in either agile or waterfall frameworks - Translate business processes into functional specifications and technical implementations - Ensure solutions adhere to Microsoft best practices and architectural principles – experience utilising Microsoft SKUs and/or accelerators to aid in solution development. - Participate in full solution lifecycle delivery (design, build, test, deploy, support) - Contribute to solution design decisions alongside internal teams and external partners - Ensure solution design aligns with Enterprise Architecture practices and frameworks - Ensure alignment with Project Office processes and project governance standards, where applicable
CRM Platform Optimisation & Expansion	- Support the rollout and expansion of CRM capability across additional business areas - Identify opportunities to improve processes through automation and enhanced CRM capabilities - Maintain awareness of and actively contribute to the Dynamics roadmap, opportunities to optimise product licensing and leverage additional Dynamics platform features
Data Management, Migration and Integration/ Automation Input	- Lead and support data cleansing, migration and validation activities - Ensure data is standardised, normalised and aligned across technology platforms and services - Contribute to establishment of master data and transactional data management practices and services - Support process and data integration and automation design by collaborating with relevant teams (non-build responsibility)
Power Platform and Adjacent Solutions	- Apply Logic Apps and Azure Integration experience (highly desirable) to develop and implement automation and integration services that complement the Dynamics platform. - Ensure the Microsoft product suite participates effectively in the broader enterprise data ecosystem - Develop and support solutions using Power Platform (Power Apps, Power Automate) - Contribute to implementation of complementary (“plus-one”) solutions to the extent they are required - Support integration and alignment of CRM with supporting tools and services

Key Accountability	Deliverables
Stakeholder Engagement and Vendor Collaboration	- Work closely with the NILS team, nominated project representatives, and other stakeholders as needed. - Act as a technical and functional SME, bridging business and delivery teams - Communicate effectively with both technical and non-technical stakeholders
Support, Training & Knowledge Transfer	- Provide ongoing support and troubleshooting for CRM solutions - Develop and maintain documentation and knowledge artefacts - Provide training and knowledge transfer to users where required
Continuous Improvement & Innovation	- Leverage emerging capabilities such as Microsoft Copilot and AI tools to enhance deliver - Identify opportunities to introduce automation and intelligent capabilities into CRM processes
Other	Contribute to ongoing liaison with Departments, Central/Regional Council and Conference Presidents as required to foster a united and cohesive approach to the provision of ICT Service

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Project Office	Internal	- Work closely with the Project Office to align initiatives to delivery protocols and processes, and to ensure ICT capabilities and capacities are planned to best support initiatives managed via the Project Office - Reporting, guidance and prioritisation. Escalation path.
Product Owners and Business SMEs	Internal	Collaborative design, build and deliver solutions that meet business needs. Prioritise and manage the product backlog and prioritisation of actions
Head of Technology and Technology Team	Internal	- Collaboration, delivery and support. - Post project, revert to ongoing support and Dynamics platform and service evolution/continuous improvement
Data & Integration/ Automation colleagues	Internal	Contribute directly to the orchestration and management of data relevant to the Dynamics solution.
External Suppliers	External	Collaborate with and provide clarity regarding requirements and priorities in the delivery of IT solutions.

DELEGATIONS OF AUTHORITY

You will be required to work within the Society's *Delegations of Authority* policy.

KEY REQUIREMENTS

Qualifications & Experience

Core/Mandated:

- Hands-on experience configuring and developing CRM solutions to meet business outcomes.
- Hands-on experience configuring and developing Dynamics 365 CRM.
- Great communication skills with the ability to turn business requirements into user-friendly solutions
- Experience working closely with product owners, project teams and business stakeholders.
- An IT degree, Microsoft Certification, or equivalent industry experience.
- Experience working across a project lifecycle from inception to closure.
- Passion for the not-for-profit sector.

Desirable:

- Experience in the not-for-profit, government or local council sectors
- Experience with Microsoft Power Platform, Enterprise Architecture, AI/Copilot-enabled development, marketing automation and system integration (including Business Central/ERP).
- Experience performing data migration, cleansing and transformation activities

Skills:

- Excellent interpersonal, and communications skills, able to collaborate and influence across teams
- Ability to identify, communicate and execute priority initiatives in a structured and consistent manner
- Proven ability to analyse problems and find solutions, leveraging existing IT services and applications
- to deliver continuous improvements
- Ability to work well under pressure and manage competing and overlapping priorities

Attributes:

- Strong customer service orientation
- Delivery focussed and outcome driven, taking ownership of quality and deliverables.
- Positive, motivated and pragmatic
- Commitment to continuous improvement

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.