

Summary

Job title	Senior Dynamics Engineer
Division	University Administration Services
Department	IT Services
Location	Central Oxford
Grade and salary	Grade 8: £48,235 - ££57,255 per annum
Hours	Full time
Contract type	2-year Fixed-term contract with possibility of extension
Reporting to	Platform Manager
Vacancy reference	179489
Additional information	<p>Applicants must supply two documents for this vacancy:</p> <ul style="list-style-type: none"> A supporting statement listing each of the essential and desirable selection criteria in the further particulars and explaining how they meet them A copy of your most recent curriculum vitae

The role

This is an excellent opportunity to join the University of Oxford's central IT Services department as a Senior Dynamics 365 Developer, where you will play a key role in the design, development and support of enterprise applications that underpin the University's engagement, communications, and service delivery.

You will be part of the Software Solutions Group — a team of experienced developers, analysts and engineers responsible for delivering modern, maintainable systems that meet the needs of the wider University. The group works closely with academic departments, colleges, and professional services teams to deliver high-quality, user-focused solutions.

This role focuses on the University's Microsoft Dynamics 365 platform, with a particular emphasis on the CRM, Marketing and Customer Service modules. These tools are central to a growing number of strategic initiatives, including improved outreach, applicant engagement, and enhanced support for students and external stakeholders. As part of this role, you'll also work with Azure services and Power Platform technologies such as Power Pages, contributing to a wider digital transformation programme across the institution.

The vacancy is as a result of continued investment in Microsoft cloud technologies, with Dynamics 365 becoming a key strategic platform for the University. To thrive in this post, you will enjoy working collaboratively, solving complex problems and delivering systems that make a real difference to the academic and operational life of the University.

Flexible working

This role is based in central Oxford, but we are happy for our team to work remotely when that's best and come into the office for regular team days and when face to face time will enhance collaboration.

Responsibilities

- Take a leading role in the design, configuration, and development of solutions within Dynamics 365 Customer Service, CRM, and Marketing including generative AI, delivering functionality that aligns with user needs and organisational goals.
- Collaborate with product owners, business analysts, and stakeholders to refine user stories, provide technical input, and estimate effort during sprint planning sessions.
- Promote and take responsibility for a secure by design approach to the use of Dynamics 365 to protect the data and intellectual property of the University.

- Work as part of a product-centric Agile team to deliver incremental enhancements through sprints, ensuring new functionality is well-tested, documented, and deployed via approved Azure DevOps pipelines.
- Build and maintain robust Dynamics 365 components, including Dataverse customisations, business rules, Power Automate flows, model-driven app enhancements and agentic AI solutions.
- Extend the capabilities of Dynamics 365 using C#, JavaScript, HTML, CSS, and Azure Platform-as-a-Service (PaaS) offerings, leveraging cutting-edge technologies and integrating Copilot and Agentic AI for enhanced system functionality.
- Lead the development and configuration of Power Pages to enable secure, user-friendly access to Dynamics data for external users, and beyond into other use cases.
- Provide production support, including diagnosis and resolution of issues as part of day-to-day operations, ensuring system reliability and performance.
- Be a technical lead in show and tell sessions, retrospectives, and backlog grooming activities, contributing to the continuous improvement of delivery processes.
- Ensure technical quality assurance through code reviews, configuration reviews, and adherence to agreed development and release standards.
- Maintain consistent documentation practices across the team, ensuring configuration, design, and release information is up to date and accessible.
- Take responsibility for managing your own workload and collaborating effectively with team members to meet sprint goals and delivery milestones.
- Embrace and mentor Agile ways of working and help the team evolve and refine its delivery practices in line with wider departmental goals.
- Offer mentorship and knowledge sharing to colleagues, promoting the effective use of Dynamics 365 and Power Platform features, Agile delivery methods and modernisation of IT Services through the new digital operating model.
- Stay up to date with evolving Dynamics 365 and Power Platform capabilities, contributing ideas and innovation to the team's technical roadmap. Be an active member of the Product Council, ensuring the voice of the technical product and platform is a key consideration in all decision making.

Selection criteria

Essential selection criteria

- Strong technical knowledge and hands-on experience in configuring and customising Microsoft Dynamics 365, including Dataverse schema design within complex organisations, business rules, and model-driven app development.
- Familiarity with Dynamics 365 security models, including role-based access control, business units, and field-level security.
- Proficiency in extending Dynamics 365 using technologies such as C#, JavaScript, HTML/CSS, and Azure Platform-as-a-Service (PaaS) components (e.g. Logic Apps, Functions).
- Demonstrable experience working in Agile delivery teams, including participation in sprint planning, backlog refinement, retrospectives, and the use of Azure DevOps or a similar Agile delivery platform.
- Ability to analyse complex requirements and design effective, user-centred solutions within a Dynamics 365 and Power Platform environment.
- Experience supporting and maintaining production systems, with the ability to investigate issues, identify root causes, and apply fixes in a structured and timely manner.
- Excellent communication skills, with the ability to convey technical concepts clearly and work collaboratively with stakeholders, analysts, and non-technical colleagues.
- A proactive approach to personal development, with evidence of keeping up to date with evolving Microsoft technologies and contributing to technical improvements within a team.
- Strong organisational and planning skills, with the ability to manage individual workload, meet deadlines, and contribute to shared team goals in a dynamic environment.

Desirable selection criteria

- Experience developing and configuring Power Pages (formerly Power Apps Portals), including authentication models and secure integration with Dataverse.
- Experience of developing solutions with generative AI and agentic AI.
- Working knowledge of Microsoft Power Platform tools, such as Power Automate, Power BI, Copilot Studio, and Power Platform Admin.
- Experience with unit testing or automated testing frameworks relevant to Dynamics 365 or Power Platform solutions.
- Microsoft certifications in relevant areas (e.g. PL-400, MB-910/MB-920, PL-600).
- Experience working in a higher education or public sector environment, with an understanding of the governance, data protection, and accessibility considerations involved.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 3 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
<https://staff.web.ox.ac.uk/recruitment-support-fags>

Non-technical questions about this job should be addressed to the recruiting department directly

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>