

Role Statement

| | |
|--------------------|-----------------------------|
| Role: | CRM Functional Consultant |
| Reports to: | Head of Policy and Programs |
| Direct Reports: | Nil |
| Employment Status: | Full Time Employment |

Position Purpose

The role will report to the Head of Policy and Programs and is responsible for creating and managing the CRM development plan for Aurora. This includes reviewing current processes and re-engineering functionality with the MS Ecosystem – Dynamics 365 and SharePoint to meet our new business outcomes.

Your role is centered on effectively improving and streamlining processes within the CRM. This includes creating and managing workflows, operational dashboards, training, and developing of users of the ecosystem and troubleshooting all issues.

Success measures in this role include:

- Successful implementation of strategic CRM plan with the team
- Maintenance of Dynamics 365 (CRM) and all related applications
- User satisfaction with Dynamics 365 and SharePoint
- Expertise in Dynamics 365 as a CRM
- Level of user capability
- User feedback on change management
- Projects delivered on time and on budget
- Contribution to positive team dynamics

Responsibilities & Key Activities

Project and Change Management

- Work closely with all stakeholders to understand and analyse IT requirements to meet business needs – Dynamics 365 and SharePoint
- Articulate and document business requirements, to conduct as-is/to-be process mapping and business process re-design
- Assess risks of various solutions and prioritise competing business demands
- Develop test cases required for system testing for all scenarios
- Lead Dynamics 365 steering group meetings and provide key recommendations to enhance the CRM to better meet teams needs
- Build efficient workflows, custom ribbons, forms and dashboards.

User Training & Support

- As the key internal knowledge holder of MS Dynamics, maintain an up-to-date knowledge of relevant Dynamics 365 developments, changes and issues and proactively communicate with staff on same.

- Regularly consult with internal users for satisfaction with CRM and cater to training needs when required.
- Design end user training to ensure the effectiveness of change initiatives and increase user capability.
- Develop end user training tools and documentation.
- Provide onboarding training for new internal users.
- Provide responsive high-level day-to-day support to users to troubleshoot CRM functionality issues and enhance expertise.

Organisational Development

- Development of CRM views across the organization in alignment with KPIs
- Support CRM Data auditing and quality review processes
- Digitise Core, Focus and Comparison applications for Aurora's High School Programs
- Streamlining student applications in Dynamics and linking applications via gravity forms
- Updating and reallocating fields where required for stakeholders between different stages in programs – HSP Focus and Comparison vs Core
- Building Mentor Engagement metrics so staff can be tracked and assessed on participation in programs.
- Development of workflows that tracks Academic spending
- Integrating PowerBI with Dynamics 365 that will work collaboratively with the Monitoring and Evaluation team.

Cultural Safety

- Comply with cultural safety principles about overcoming the cultural power imbalances of places, people and policies to contribute to improvements in Aboriginal and Torres Strait Islander education. This includes:
 - Continuously growing and applying understandings of Aboriginal and Torres Strait Islander cultures;
 - Actively reflecting critically on the potential for one's own unconscious bias;
 - Continuously supporting reform (internally and externally) to ensure procedures, process and program practices are culturally safe.

Child Safety

- Take the lead in role modelling child-safe practices across all programs.
- Comply with the National Child Safety, Code of Conduct and Procedure.
- Provide a welcoming and safe environment for children and young people.
- Promote the safety and wellbeing of children and young people associated with the program.
- Interact with children and young people in ways which are positive and safe.
- When required, provide adequate care and supervision of children and young people associated with the program.
- Act as a positive role model for children and young people.
- Report to an appropriate person any suspicions, concerns, allegations or disclosures of alleged abuse against children and young people.

Organisational Participation

- Work collaboratively with team members to contribute broadly to the achievement of Aurora objectives.
- Participate in organisational and team planning initiatives.
- Provide regular reporting as required.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and Aurora's policies and procedures.

Selection Criteria

Essential

- At least 3+ Years of experience in D365 CRM implementation with sound knowledge of cloud solutions
- Relevant Tertiary Qualifications in Business, IT or related field + experience in business analysis and process design.
- Demonstrated work experience in working on Power Platform – Power Apps and Power BI
- Strong organizational and project management skills with the ability to work to deadlines with all stakeholders across the business
- Demonstrated experience in delivering presentations to senior management and facilitating training sessions for all business users
- High-level written and verbal communication skills, including written processes and report writing
- Experience working with a diverse range of internal and external stakeholders
- High attention to detail
- Demonstrated ability to adapt to new environments/systems and respond to changing demands

Desirable

- Experience working with a not-for-profit organization in a Software Development/Product and Marketing Manager capacity.
- Dynamics 365 CRM certification
- Coding experience in HTML, CSS, JS, SQL, XML, Azure, C# and .NET Framework.
- Experience working in an agile environment

Other Requirements

- Willingness to obtain a Working with Children Check
- Satisfactory national police check
- Proof of vaccination against COVID-19