



The  
countryside  
charity

## Candidate Information Pack

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Position: Dynamics 365 CRM Administrator

Closing date: Midday on Monday 22 November 2021

Interview date: 29 November - 3 December 2021

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This candidate information pack includes:

- Background information about CPRE, the countryside charity and the vacancy
- Outline terms and conditions of employment
- Job and person specification (separate document)
- Application form (separate document)

After reviewing this information, if you have any questions about the role or would like to discuss it further, please contact:

Name: Mark Slater, Knowledge and Data Manager

Email: [marks@cpre.org.uk](mailto:marks@cpre.org.uk)

Direct line: 07467 531618

If you'd like to apply for this post, please return your completed application form to [jobs@cpre.org.uk](mailto:jobs@cpre.org.uk). Please note that CVs will not be accepted. If you're, shortlisted then we're likely to contact you by telephone no later than 26 November 2021.

Regretfully, we'll be unable to contact candidates who haven't been shortlisted for interview. If you don't hear from us within two weeks of the closing date, please assume that your application has been unsuccessful. If that's the case, then we appreciate the effort you've made applying for this role.

Thank you for your interest in working for CPRE, the countryside charity.

Jenny Bulman

Operational Effectiveness Manager



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## About CPRE, the countryside charity

CPRE is the countryside charity that campaigns to promote, enhance and protect the countryside for everyone's benefit, wherever they live.

With a local CPRE in every county, we work with communities, businesses and government to find positive and lasting ways to help the countryside thrive - today and for generations to come.

## What we do

**We connect people with the countryside** so that everyone can benefit from and value it.

**We promote rural life** to ensure the countryside and its communities can thrive.

**We empower communities** to improve and protect their local environment.

Through all our work we look at the role of our countryside in tackling the **climate emergency**, including seeking ways to increase resilience and reduce impact.

## Our vision (what we want to achieve):

A beautiful and thriving countryside that enriches all our lives.

## Our mission (what we need to do to achieve our vision):

To promote, enhance and protect a thriving countryside for everyone's benefit.

## Our values:

<b>Open:</b>	We are inclusive and respectful of everybody, no matter who they are or where they live. Our countryside is for everyone and so are we.
<b>Trusted:</b>	We use evidence, knowledge and experience to influence positive change. Others believe what we say because they know we can back it up.
<b>Connected:</b>	We value lasting and effective relationships. We invite and encourage collaboration to find what is best for the countryside we love.
<b>Inspirational:</b>	We bring ambition and determination to everything we do. We channel our passion to motivate others and encourage them to act.



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## About the role

In this role, you will be part of our Knowledge and Data team, supporting the final stages of the move to the new Dynamics 365 CRM (D365), which is currently being development with a Microsoft Gold Partner, and then leading on the administration of this vital system and its data, to enhance the operational effectiveness of the whole CPRE Network, using the Customer Engagement Applications of D365.

You will support the migration of legacy solutions to the new Dynamics platform, working closely with our external developer partner on Configuration and Customisation of the platform, picking up existing integration projects, which form part of a huge digital transformation, in which you will be rolling CRM out internally and to the wider network of local CPREs.

Once in place, the ideal candidate will then take ownership of CPREs D365 solution and become the go-to person for all Dynamics queries. Making this a great opportunity for someone who thrives on having a wide range of responsibilities and wants to take ownership of projects.

You'll have detailed understanding of D365's CRM functional areas and associated technologies and have a good understanding of data management, both importing, exporting data from Dynamics, Data cleansing, de-duplication of data and data improvement projects.

Also, the ability to work on existing Workflows and Business Processes and implement new staged workflows to enable the business to work more efficiently. You will create reports, dashboards and views, providing key data and insights to assist colleagues make more informed decisions about their work. Participating in IT and cross-functional meetings to support staff and various team members to review upcoming Dynamic issues, items, and training with knowledge transfer to existing staff required.

Along with the above, you must be well organised with meticulous attention to detail, as well as having a desire to progress and learn. You should be willing to share ideas, learn new technology, be enthusiastic about your work, and develop close and sustainable relationships with your clients and colleagues.

Team working is essential to this role, but you will be able to work under your own initiative, with the support of your line manager.

The post is full-time role (35 hours a week) and is office-based (flexible working request will be considered) evening and/or weekend work will require some flexibility in working hours from time to time.



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## Additional useful information

Our vision: [www.cpre.org.uk/about-us/who-we-are/our-vision/](http://www.cpre.org.uk/about-us/who-we-are/our-vision/)

Explore a summary of our strategy: [www.cpre.org.uk/resources/our-strategic-plan/](http://www.cpre.org.uk/resources/our-strategic-plan/)

Our network of local groups: [www.cpre.org.uk/about-us/who-we-are/local-and-regional-groups/](http://www.cpre.org.uk/about-us/who-we-are/local-and-regional-groups/)

What we achieved last year: <https://www.cpre.org.uk/news/2020-cpres-impact/>

Annual review 2019-2020: <https://www.cpre.org.uk/resources/our-year-a-review-of-2019-20/>

The areas that we're working on: [www.cpre.org.uk/what-we-care-about/](http://www.cpre.org.uk/what-we-care-about/)

What we say and do: [www.cpre.org.uk/about-us/what-we-say-and-do/](http://www.cpre.org.uk/about-us/what-we-say-and-do/)

Our history and achievements: <https://www.cpre.org.uk/about-us/who-we-are/our-achievements-and-history/>



## Working for CPRE

### Salary

The starting salary will be circa £38,000. Please note that our salaries are externally benchmarked, although we do take into account the level of skills, experience and ability the successful candidate brings.

The pay structure is reviewed regularly to ensure that it remains market competitive.

### Hours of work

35 hours per week. Normal office hours are 9am to 5pm with one hour (unpaid) for lunch every day. Around the core hours of 10am to 4.30pm staff can flex their start and finish times. Occasional evening and weekend work is required, time off in lieu is provided and, dependent on role, there may be travel around England.

### Place of work

Normal place of work is CPRE's National Office, 5-11 Lavington Street, SE1. Normal place of work is CPRE's National Office, 5-11 Lavington Street, SE1 0NZ but, as a result of the pandemic, most office-based staff members are now working part of the time in the office and part of the time at home. The office location will change early in 2022, although it will remain in central London.

### Working culture

CPRE has an inclusive and friendly working culture.

We involve staff in setting the operational plan and have a weekly all-staff meeting where information is shared. Staff are set annual objectives and have a performance review each year with joint feedback with their manager on their achievements and performance in the role.

### Holidays

25 days per calendar year, increasing by one day per full year of service up to a maximum of 30 days. Paid leave is also given for public holidays and three 'privilege' days, which are normally taken between Christmas and New Year.

### Probation

The post will be subject to a six month probationary period. Probationary periods may be extended if further time is required.

### Pension

CPRE offers a group personal pension policy with Aviva. CPRE will contribute to this policy monthly at a rate of seven per cent of current salary. CPRE will start making contributions from the beginning of the third month immediately following the start date. Staff members make a personal monthly contribution of a minimum of one per cent of salary. This percentage contribution may increase in the future.

### Life assurance

CPRE has an employee life assurance policy, which covers all staff during their employment with CPRE. The policy covers four times annual salary in the event of death in service.

### Employee assistance

CPRE subscribes to an employee assistance programme. Staff can access a free 24 hour confidential telephone counselling and advisory service. The service also provides confidential face-to-face counselling.



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**Notice**

During the probationary period, one week's notice of termination of employment is required from employer or employee. After satisfactory completion of your probationary period, one month's notice of termination of employment is required from employer or employee.

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**Flexible working**

We have a flexible working policy with a number of staff working flexibly. Where flexible working requests are agreed by line managers, staff are able to alter their working hours or work from home on agreed days.

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October 2021