

**Job Title:** D365 Engineer  
**Reporting to:** Development Ops Manager  
**Directorate:** Digital Data and Technology  
**Direct Reports:** 0

**Job Band:** 3  
**Team:** DevOps

## Job Summary

The post-holder will work as part of the DevOps team, responsible for developing, managing and supporting our critical technology services, and platforms across the organisation focusing on D365.

Reporting directly into Development Ops Manager and working closely with the Head of DevOps to provide exceptional service solution delivery to the organisation. The post-holder acts as a key interface with product owners and business stakeholders working within D365 Product squads as technical subject matter expert to ensure we are delivering maximum value from our technology platforms by building solutions and coordinating with colleagues and third-party suppliers.

The post-holder works to challenging deadlines; leveraging and utilising existing and new technology platforms to their fullest; keep up to date with external legislative requirements; and ensuring minimum interruption to all services at all times.

## Key Responsibilities

- Delivery of application enhancements, work packages and project workstreams through hands on build work, coding and configuration changes
- Lead the resolution of platform and data related P1 incidents
- Work to a DevOps methodology within assigned squads under the direction of the Product Owner
  - Support release management and implementations through a defined route to live and CI / CD pipelines
  - Seek out and implement opportunities for automation
  - Guide more junior members of the team in areas of expertise
- Coordinate and support the solution delivery of application enhancements, work packages and project workstreams through hands on build work, coding and configuration changes
- Manage third parties to resolve incidents, problems and service requests
- Build strong relationships with business stakeholders at all levels, acting as subject matter expert for technology platforms
- Produce documentation and knowledgebase articles along with other knowledge sharing activities such as training to ensure knowledge transfer within the team
- Champion and exemplify compassionate leadership and St John values
- Engage, involve and empower St John People in problem-solving and improving the organisation
- Actively promote diversity and a variety of perspectives across the organisation
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## Important things you need to know about this job

- Working a 35 hour week with options to work remote within UK, from nearest office or hybrid options.
- Willing to travel away from home for meetings with customers and suppliers with occasional overnight stays.
- Able to work unsociable hours as required to support project delivery, quality assurance or upgrades.

## Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Degree in computing or related subject, or equivalent relevant commercial experience	✓	
ITIL Foundation certified or equivalent experience working with ITIL in a commercial setting	✓	
Microsoft Azure, Dynamics, Power Platform certified		✓
<b>Experience</b>		
A minimum of two years as a Engineer at a similar scale organisation	✓	
Working to a DevOps Methodology		✓
Working with business-critical applications and complex data sets	✓	
Working with D365 at enterprise level	✓	
Working with business stakeholders and product owners to understand complex issues or requirements for solutions	✓	
Working with an ITSM/ITIL tool for managing and recording work	✓	
Working within solution delivery environments using agile and waterfall methodologies	✓	
Working within cross-functional teams to solve incidents or deliver high profile project work	✓	
Supporting internally developed bespoke applications		✓
Working in a charity or healthcare organisation		✓
<b>Skills, knowledge and abilities</b>		
Leading P1 incident resolution	✓	
Leading business requirement gathering, analysing and documentation	✓	
Developing technical options and delivering solutions to meet business requirements	✓	
Performing quality assurance and supporting UAT	✓	
Change management, deployment and release	✓	
Creating and maintaining technical documentation and schematics	✓	
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Product knowledge configuring, developing and maintaining of the following: Dynamics 365 Sales, MS Power Platform (Power BI, Power Apps, Power Automate), MS SharePoint	✓	
Knowledge or understanding of SAP or JIRA		✓
Be willing and able to exemplify the HEART values	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: AL

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