Role Description

Job title: Process Efficiency Lead

Date this version: March 2025

Accountable to: IT Manager

Working Pattern: Full time

Job summary: MAF UK have recently started operating under a new Operational Framework, and we are looking for someone to support this new structure to deliver the step changes we strive for.

The job holder will support improving the integration and development of MAF UK's digital services. This will include using the Power Platform, configuring Dynamics D365 and integration of third party web-services including our website.

We are looking to be market leaders in the use of technology including how we can best leverage AI across the organisation in line with our values.

MAF UK now operates in a serverless capacity and the Process Efficiency Lead will enhance the IT Team's knowledge across many platforms and will be proactive in looking for ways to improve the effectiveness of how these platforms are used across the organisation.

Working alongside both technical and non-technical staff, the post holder will be proactive in the promotion of enhancements and solutions relating to organisation wide services and will be adept at communicating to a variety of stakeholders in a jargon free, non-technical way.

The Process Efficiency Lead will live out the MAF Values and clearly demonstrate the organisational behaviours of being purposeful, innovative and community-focused.

The job holder will be a versatile member of the team committed to delivering the best service possible for all stakeholders and will be committed to MAF UK's Vision.

Key Responsibilities:

1) **Dynamics D365 and Power Platform Support**
- Enhancing the D365 Admin role, by developing solutions as agreed with the IT Manager
- Creating, maintaining and monitoring Power Platform Flows to increase organisational effectiveness and efficiency
- Owning the relationship with our key D365 integration partners and ensuring we are maximising their products and services, and recommending alternatives where appropriate

- Creating, maintaining and monitoring Power Platform Apps, and exploring new opportunities after the successful launch of our digital sign-up app
- Be proactive in identifying areas where improvements can be made
- Act with authority in the IT Manager's absence in resolving D365 issues
- Keep up to date with Power Platform development (including Microsoft Wave Releases) to ensure our system is fit for purpose
- Trouble shoot to resolve day-to-day issues with D365 using IT Team and superusers to support when required
- Assist in the design and delivery of internal training for users of D365 and other business applications where necessary.
- Ensure Staff training levels are maintained to ensure the quality and consistency of work.

2) Web-services

This will include, but is not limited to
- Investigating AI tools, then demonstrating and championing their roll out and user adoption, including the use of Microsoft Copilot
- Being proactive to ensure the technology required to deliver the new Operational Framework is adopted across the organisation
- Ensuring our websites and webservices are operating securely and compliantly
- Leading on web-testing to ensure functionality and integration is working as expected
- Monitoring our APIs, and developing an in-depth understanding of the API between our websites and D365
- Working with other departments, and especially Finance and HR to ensure their key web-services are maintained and are run effectively within MAF UK's tenant
- Supporting the set up and integration of a Content Management System for our key marketing and communication material
- Ensure that all information collected, utilised, and disseminated by MAF UK is done according to legislative and regulatory requirements (e.g. Data Protection Act 2018).
- Supporting the requirements of our partner organisations

3) Additional Duties
- Provide first line IT support, especially as cover to Folkestone office when other members of the IT Team are absent or as requested by the IT Manager
- Provide back-up to the Data Team on data-related activities such as updating and refreshing the PowerBI and Fabric data models
- Be an active member of any liquid team that requires input
- Be confident in running the technical needs of corporate prayer and communications meetings and training others
- Working with other MAF organisations to support integration work
- Other tasks as may reasonably be allocated from time to time by the MAF Senior Leadership Team

Dimension and Limits of Authority:
- Decision making within agreed parameters.

- Responsible for adherence to legislation and good practice principles in all areas of responsibility.

Tasks common to all staff:

1. Role modelling of organisational values and beliefs - to contribute to the shared spiritual life of the MAF UK team as a unique Christian charity. This will include attendance and participation in times of Biblical reflection and regular corporate prayer meetings.
2. To participate in appropriate matrix programme and project teams, contributing skills and expertise to required timescales from the appropriate programme leader.
3. To keep line manager informed of all relevant and timely information.
4. At all times comply with statutory requirements for handling personal and sensitive data in a confidential manner and ensure that good personal data handling practices are developed, reviewed and encouraged
5. To abide at all times by the Safeguarding and Conduct Policies, and all other MAF UK policies provided on the Intranet.

Christian values, beliefs and ethos of MAF UK:

As a Christian mission, MAF UK is seeking those who share in the evangelical Christian values and beliefs of the organisation, as described in the mission, purpose, values and beliefs statements. All staff will be required to support and actively demonstrate the Christian values of the organisation and to take part in organisation activities such as staff meetings, prayer meetings, away days.

Person Specification		
	Essential	**Desirable**
Education/Qualifications	• Educated to degree level in an IT, business information systems, engineering or other related degree, or, educated to A-level or equivalent with relevant experience as noted below	• IT management qualification or training
Experience	• Experience of using Microsoft applications, especially Dynamics D365 and the Power Platform • Knowledge of advances and applications of AI with demonstrable experience in its use • Experience of managing IT software and hardware services, configuration and procedures; network	• Experience of working in a Christian organisation or charity environment

	configuration and management principles • Experience of using Cloud Flows and Business Process Flows • Proactive in moving projects forward and setting up meetings with relevant parties • Experience of integrating third party systems to D365, including websites • Working and negotiating with third party IT providers	
Skills/Abilities	• Inquisitive with technology with a track record of implementing new initiatives • Proactive in investigating, understanding, and resolving issues • Ability to communicate clearly, assertively, and diplomatically at all levels in group and one to one settings • Ability to plan and work strategically • Ability to influence at all levels within an organisation • Willingness and ability to work within organisational guidelines and corporate objectives	
Personal Qualities	• Committed and mature evangelical Christian, able to demonstrate understanding and acceptance of the Statement of Faith and willing to proactively take part in MAF events and meetings e.g. prayer meetings, away days etc. Able to describe these beliefs and values to others so as to represent MAF as a Christian mission organisation • Lives out the MAF Values and demonstrates the behaviours	

	of being purposeful, innovative and community-focused.	
	• Emotional resourcefulness	
	• Flexibility towards others and circumstances	
	• Service orientation	

Summary of Terms and Conditions

Job Title: Process Efficiency Lead

Location: MAF UK, 1st Floor Castle House, Castle Hill Avenue, Folkestone, Kent, CT20 2TN – hybrid working (regular homeworking) considered in line with the Flexible Working Policy which is available on request. There is also potential for the role to be based in the Milton Keynes area, with the need to still spend regular time in Folkestone

For <u>external supporters</u> the office is open from 09:00 to 17:00 including Friday when cover should be provided by the relevant teams.

Terms:
- At least 36 hours per week but in addition those required to achieve the agreed responsibilities, with 1 hour for lunch daily, unpaid. Hours should be agreed with line manager.
- Flexibility will be required for working additional hours and travel to meet business needs or for travel or meetings on weekends or evenings.
- Annual leave entitlement of 22 days per year and 8 days paid public holidays per year.
- Non-contributory pension scheme (10%) of salary.

Probationary and notice period:
- Probationary period is 6 months with a 3 month review
- Notice period is 3 months.

Salary: £30,644 FTE