REGULATOR OF SOCIAL HOUSING ROLE PROFILE			

Role	Digital Systems Developer (D365 & SharePoint)	**Directorate**	Finance and Corporate Services
Reports To	Digital Officer	**Section**	IT/Digital
Post Reference		**Grade**	16

Purpose of the Role

The Digital Systems Developer plays a key role in the ongoing development, improvement and support of the Regulator of Social Housing's core digital and data platforms, with a particular focus on Microsoft Dynamics 365 and SharePoint Online.

Working as part of the IT, Digital and Data team, the role holder will design, configure and enhance digital solutions that support effective regulation, improve internal ways of working and enable better use of data across the organisation. The role combines hands-on technical delivery with close collaboration with business users, suppliers and colleagues across the Regulator.

Main Duties and Key Accountabilities of the jobholder

Dynamics 365 & SharePoint Development

1. Configure, customise and develop solutions within **Microsoft Dynamics 365**, including entities, forms, views, dashboards, workflows and automation.
2. Design and enhance **SharePoint Online sites** and integrations linked to D365 and wider M365 services.
3. Support the ongoing optimisation of business processes using the Microsoft platform, proposing and ensuring solutions are user-centred, secure and scalable.

Support, Change & Continuous Improvement

1. Provide 2nd and 3rd line support for D365 and SharePoint issues, working with users, managed service providers and third-party suppliers.
2. Investigate incidents, identify root causes and implement sustainable fixes.
3. Manage and deliver change requests in line with agreed change and release processes.
4. Support testing, deployment and documentation of system changes.

Collaboration & Ways of Working

1. Work closely with Business Analysts and service owners to translate business needs into well-designed digital and data solutions.
2. Engage with users across the organisation to promote good practice, adoption and continuous improvement.
3. Contribute to agile delivery approaches, including backlog refinement, sprint activity and iterative improvement.

Governance, Security & Documentation

1. Support the management of security roles, permissions and access across D365 and SharePoint.

2. Ensure solutions align with information governance, data protection and security requirements.
3. Maintain clear and up-to-date technical and user documentation.

Working Relationships and Contacts

- MHCLG Digital Services and Data team members
- Colleagues across the Regulator, including policy, regulation and corporate teams
- IT, Digital and data colleagues, including business analysts, data analysts and project management function
- Managed service providers and third-party digital suppliers
- Cross-government digital and technology contacts where appropriate

Role Requirements

Qualifications

- Recognised technical degree and qualifications or equivalent experience

Knowledge, skills and experience

Essential

- Hands-on experience developing and configuring **Microsoft Dynamics 365**
- Experience designing and managing **SharePoint Online** sites and integrations
- Good understanding of the **Microsoft 365 ecosystem**, including Power BI
- Experience supporting live systems and resolving technical issues
- Ability to translate business requirements into practical digital and data solutions
- Strong communication skills and confidence working with non-technical users
- Experience working collaboratively as part of a digital, data or IT team

Desirable

- Experience of Power Automate and/or Power Apps
- Experience working in a public sector or regulated environment
- Familiarity with agile delivery approaches
- Understanding of information governance and data protection principles

Competencies

Collaboration and Service Mindset

- Works collaboratively with colleagues across digital, data and IT and the wider organisation to deliver effective digital solutions.

- Builds positive, professional relationships with technical and non-technical stakeholders, including third-party suppliers.

- Takes a user-centred and service-focused approach, seeking practical solutions that improve outcomes and ways of working.

- Contributes constructively as part of a team, sharing knowledge and supporting collective delivery.

Analytical Thinking and Attention to Detail

- Applies structured and analytical thinking to understand issues, identify root causes and propose appropriate solutions.

- Pays close attention to detail when configuring systems, managing permissions, testing changes and documenting solutions.

- Ensures digital changes are accurate, secure and sustainable, balancing quality with delivery at pace.

- Understands the wider business context and ensures technical decisions support organisational priorities.

Learning and Continuous Development

- Demonstrates curiosity and a willingness to learn, particularly within the Microsoft Dynamics 365, SharePoint and Microsoft 365 ecosystem.

- Actively keeps skills and knowledge up to date through self-learning, knowledge sharing and on-the-job development.

- Seeks feedback and uses it constructively to improve performance and build capability over time.

- Shows adaptability and openness to new tools, approaches and ways of working.

Accountability and Delivery

- Takes ownership of tasks and responsibilities, seeing work through to completion within agreed timescales.

- Manages own workload effectively, prioritising tasks and responding positively to changing demands.

- Communicates clearly about progress, risks and dependencies, escalating issues appropriately when required.

- Demonstrates reliability and professionalism, contributing to the stability and resilience of digital services.

Competencies
Networking and Influencing • Shows sound emotional maturity which has a positive impact when working with colleagues and stakeholders • Proactively creates and develops positive relationships with colleagues and stakeholders

General Responsibilities
▪ To adhere to RSH's Equality and Diversity and Equal Opportunities policies in all activities and to actively promote equality of opportunity ▪ To be responsible for own health and safety and that of colleagues and all others in the workplace, in accordance with RSH's Health and Safety policies ▪ To demonstrate the RSH's core values in all working relationships within the workplace ▪ To work in accordance with the RSH's Data Protection Polices and adhere to the Regulator's Freedom of Information policies where appropriate ▪ To undertake such other duties as may be reasonably expected