

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



D365 CRM TRAINER

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: D365 CRM Trainer

Contract type: Fixed-term contract (6 Months)

Hours: 35 (full-time)

Band: 5

Key relationships (internal and external):

IT, CRM Project team, Learning & Development, Internal Communications, CRM users.

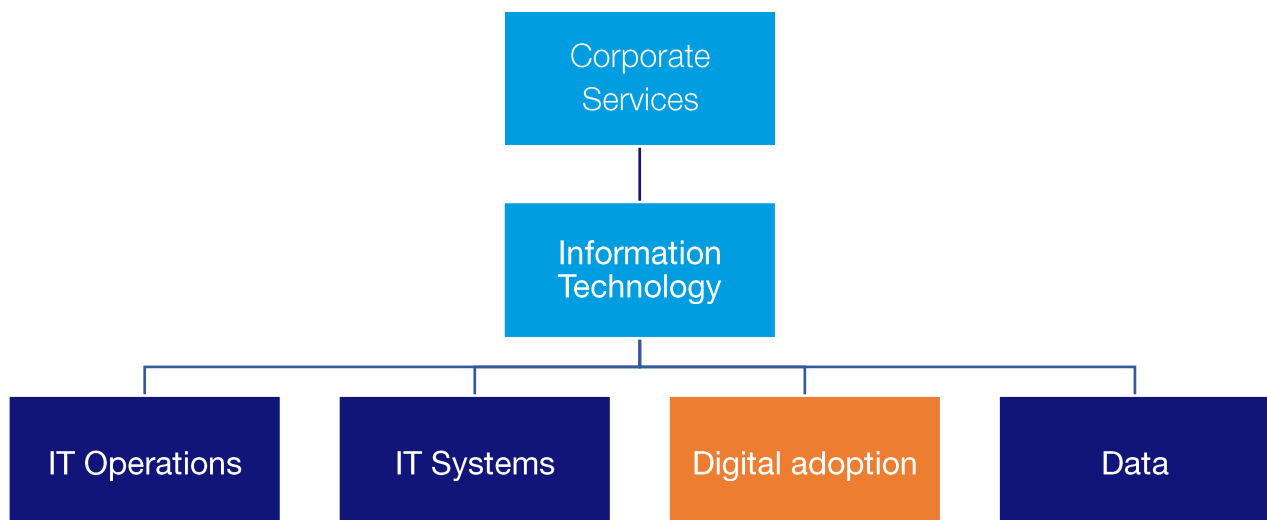
Key focus of the role:

We are seeking a skilled CRM Trainer to support the implementation of Dynamics 365 (Model Driven Power Apps) within Diabetes UK, on a temporary, fixed-term basis.

Tasked with curating and delivering end user training, this role is crucial in ensuring that our staff have the skills and confidence to embrace our new CRM system, which is a core part of our broader data management and organisational transformation strategy.

Directorate and team

This role sits in the [Digital adoption team](#), within the wider [IT Team](#), in the [Corporate Services Directorate](#). The role will work closely with colleagues in Learning & Development and Internal Comms.



Main responsibilities

- Design and deliver comprehensive training and learner support for Dynamics 365 / Model Driven Power Apps, in line with the broader objectives of our data and customer management transformation programme.
- Work with department heads, process owners, business analysts, and user stories to identify specific training needs and curate training content to meet these requirements.
- Collaborate closely with project teams across different streams (L&D, Internal Comms, DataHub, reporting, etc.) to ensure a holistic and integrated approach to training and recording training activities
- Facilitate the training and engagement of CRM champions, to build long-term internal training and support capabilities.
- Create and curate engaging training materials (user guides, FAQs, video tutorials) that align with projects or internal specialisms, such as the data hub, reporting, and selections.
- Use various training methodologies, including interactive workshops (face to face and on-line), webinars, self-paced e-learning, and individual coaching, to cater to diverse learning preferences.
- Monitor uptake, attendance, and completion of training, and proactively engage with colleagues to ensure highest completion rates.
- Arrange and conducting on-site training when needed (various locations)
- Assess the effectiveness of training initiatives through various metrics and feedback, adapting the approach as needed.
- Provide ongoing post-training learner support, assisting colleagues in navigating the new CRM system and integrating it into their daily operations.
- Support the transition to Dynamics 365 as necessary, aligning with the overall goals of our data and customer management transformation.

Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- The key activities you'll undertake (the What) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (the How)

You will be able to (WHAT):

- Design and deliver comprehensive tech-skills training for Dynamics 365 / Model Driven Apps using various training methods and learner support models.
- Translate and break down advanced technical concepts into accessible and relatable tech-skills training and communications, both conversationally and in writing, as appraised by learners.
- Work with programme leads, process owners, business analysts, and user stories to identify specific training needs and curate training content to meet these requirements
- Create and curate engaging training materials (SharePoint pages, user guides, FAQs, video tutorials, quizzes and tests) that align with projects or internal specialisms, such as the data hub, reporting, and selections
- Provide post-training learner support, assisting colleagues in navigating the new CRM system and integrating it into their daily operations
- Assess the effectiveness of training initiatives through various metrics and feedback, adapting the approach as needed.
- Arrange and conduct on-site training when needed at various locations.
- Facilitate the training and engagement of CRM champions, to build long-term internal training and support capabilities.

You will have experience in:

- Database development and deployment projects in Dynamics 365 / Model Driven Power Apps
- Co-producing and delivering tech-skills training programmes and communications
- Agile/Scrum project management using Azure DevOps (preferred) or Jira, and user-centric development through 'user-stories'.
- Using Learner Management Systems (LMS)

You will have skills in:

- Organisational skills to manage multiple aspects of a training program in a fast paced and changing project.
- Communication skills with a focus on user-centric communication
- Presentation skills to curate and deliver engaging online and in-person training
- Interpersonal skills with the ability to inspire, motivate and support learning.
- Office 365 (especially SharePoint, Teams, Yammer, and PowerPoint)

You will have knowledge:

- A comprehensive understanding of Dynamics 365 / Model Driven Power Apps (or comparable CRM systems).
- Familiarity with various training methodologies, including interactive workshops, webinars, self-paced e-learning, and individual coaching, to cater to diverse learning preferences.
- Understanding of Bloom's taxonomy around objective setting and Kolb's learning cycle and how this relates to training design
- Creating operationally sustainable training frameworks for inducting and continuously training new staff on CRM and related processes

The best person for this job will be (behaviours):

- Versatility to adapt to different training situations and group dynamics
- Confident and engaging style of delivery that captures the learners' attention and actively listens to questions and concerns that learners may have.
- Empathically adapting training to suit the motivations, challenges, and goals of learners.
- Data-driven to use evaluate the effectiveness of the training, and identify areas for improvement

Qualifications/professional membership (if applicable):

- Dynamics 365 Fundamentals (CRM) (essential)
- Any Dynamics 365 functional consultant qualification(s) (desirable)

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with the benefits we offer you.



Annual Leave

We want to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected Working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension, and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and Development

We help you to continually develop and achieve your careers goals, including offering a wide range of training, which happens throughout the year.



Gym membership

We have a gym membership discount through our cash healthcare provider. You can use this at a wide variety of gyms around the UK.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

