

Dynamics Solutions Architect

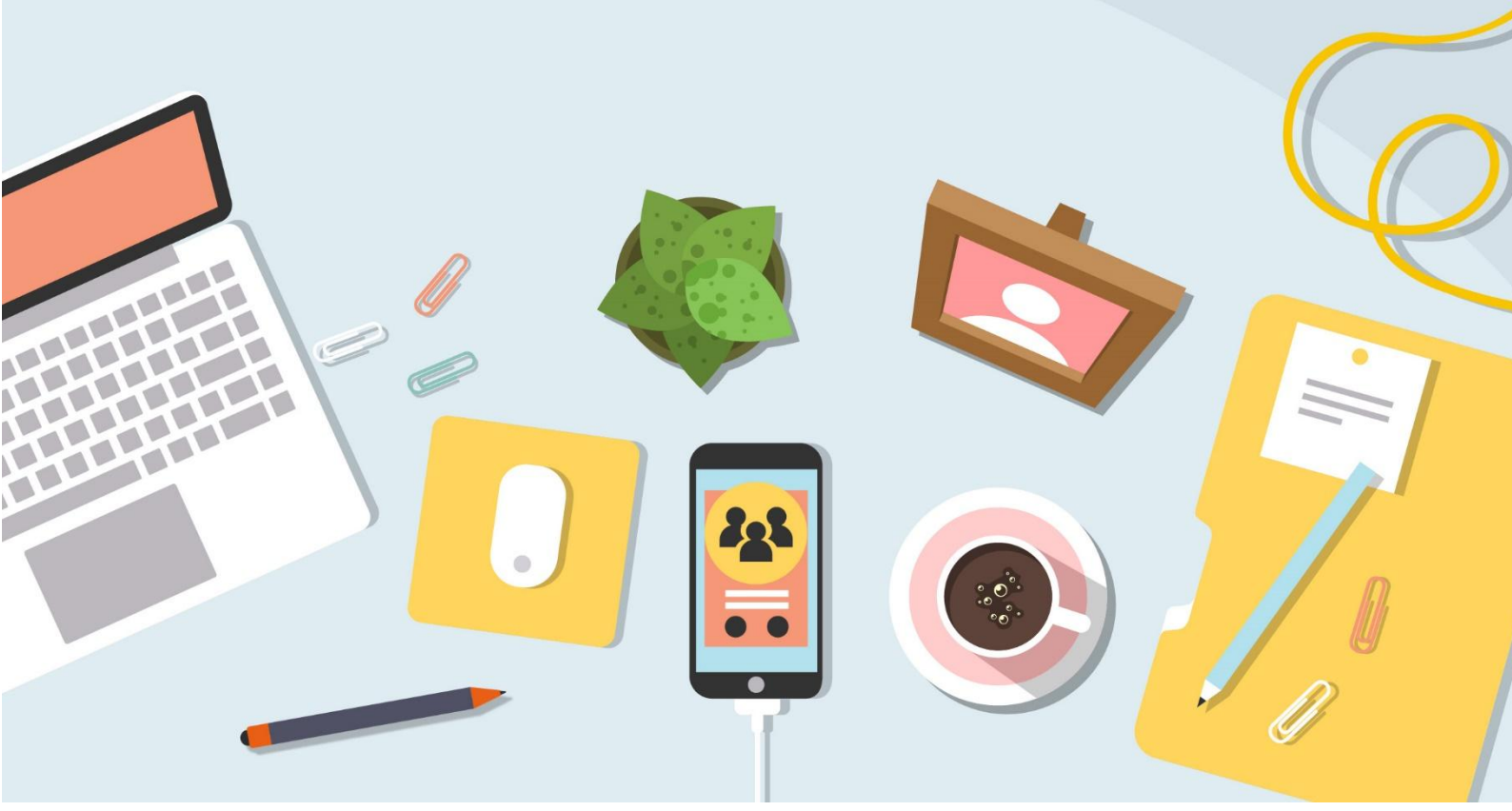
Job Description

Pod: Digital

Stem: Business Transformation

Reports to: Digital Transformation Lead

Direct reports: n/a



Red Kite's Expectations

To provide technical leadership for Red Kite's implementation and ongoing management of Microsoft Dynamics 365 and the Power Platform, acting as the technical authority.

The role will ensure the Housing and Asset Management system is designed, built and operated in line with industry best practice, fully integrated into the wider digital ecosystem, and capable of being sustainably managed in a business-as-usual environment.

The postholder will be accountable for ensuring that the overall solution architecture is robust, secure, maintainable and aligned to business needs, with clear ownership of platform governance, technical assurance, and operational integrity across configuration, integrations, data, environments and release processes.

Key Responsibilities

Platform Product Assurance/Supplier Challenge:

- Act as Red Kite's internal technical counterpart to the housing system supplier, ensuring quality of proposed designs and configuration and alignment with Red Kite's long term objectives
- Review supplier design proposals, statements of work, technical specifications and integration designs identifying risks, assumptions, gaps.
- Ensure Red Kite retains sufficient internal understanding of key solution decisions, avoiding over-reliance on supplier knowledge and ensure all solution components are aligned to Microsoft best practice architecture frameworks and Red Kite's architectural principles.
- Provide clear technical advice to project governance boards, helping senior stakeholders understand the implications of design decisions, trade-offs, risks and costs.
- Maintain design governance processes, including design standards, design reviews, and approval of all technical changes (configuration, integrations, customisations and data).
- Maintain clear, comprehensive architectural documentation, decision records, and supporting technical artefacts.

Platform Governance

- Act as Technical Owner, accountable for platform stability, service quality, maintainability, and ongoing optimisation.
- Define and maintain a clear governance framework for Microsoft Dynamics and the Power Platform, including standards, controls and lifecycle management.

- Oversee environment strategy, release management and deployment processes, ensuring delivery remains within organisational risk tolerance.
- Ensure effective monitoring and oversight of platform environments, applications and integrations, with clear escalation and resolution pathways.

Integration & Data Architecture

- Design and govern integrations between the housing and asset management solution and the wider enterprise architecture, including finance, contractors and identity services.
- Define integration patterns that are secure, resilient and capable of supporting near real-time data exchange where required.
- Define and assure the data architecture across Dynamics 365, Dataverse, Esuasive modules and legacy systems. Ensure data governance, data quality, reporting, retention and information management requirements are translated into solution design, working in partnership with the Data Governance Manager and relevant data owners.
- Support and guide data migration activities, including advising on mapping, transformation and cleansing approaches.
- Ensure data governance, quality and retention requirements are embedded within the solution design.
- Ensure integration designs are documented using clear interface specifications, ownership models, error-handling approaches, monitoring requirements and data reconciliation controls.
- Assess integration options, including native product capability, Dataverse, APIs, middleware, Azure services, scheduled data exchange and reporting/data platform requirements, recommending the most sustainable option for Red Kite.
- Ensure integrations do not create hidden supplier lock-in, unsupported dependencies or unnecessary duplication of data across systems.

Security, Risk & Compliance

- Ensure the solution meets organisational security standards and NCSC and Microsoft cloud security best practice.
- Define and oversee access control models, ensuring appropriate application of least privilege and segregation of duties.
- Input into and maintain backup, disaster recovery and resilience strategies.
- Ensure compliance with regulatory and organisational requirements.

Delivery, BAU & Continuous Improvement

- Work with Esuasive and other suppliers to understand product capabilities, constraints and roadmap alignment.
- Ensure custom development is minimised and aligned to both product roadmap and long-term maintainability.
- Own BAU platform management approaches, including release cycles, environment control and technical triage of complex issues.
- Lead technical incident and problem resolution for complex issues, ensuring root cause analysis and preventative improvement actions are delivered.
- Support testing, go-live planning, cutover and post-implementation optimisation.
- Identify opportunities to improve platform performance, resilience and business outcomes through continuous improvement.
- Be hands-on and develop new solutions that digitise, automate and enable the integration of existing processes in line with business needs

Stakeholder & Leadership

- Act as the technical subject matter expert, translating business requirements into clear solution designs and roadmaps.
- Work effectively with both technical and non-technical stakeholders, providing clear communication and influencing decision making at all levels.
- Provide technical leadership across internal teams and suppliers to ensure consistent delivery of high-quality outcomes.

Our essentials

- Strong understanding of solution architecture, design governance and requirements analysis
- Deep expertise in Dataverse, Power Apps, Power Automate and Dynamics 365 extensibility
- Ability to lead technical delivery and manage supplier relationships effectively
- Strong understanding of integration patterns and cloud architecture principles
- Excellent communication, documentation and stakeholder engagement skills
- Strategic thinker with strong problem-solving capability
- Collaborative approach with the ability to influence at all levels
- Strong focus on quality, maintainability and long-term value
- Ability to balance product standardisation with necessary customisation
- Knowledge of Azure DevOps and modern delivery tooling

Added extras

- Experience within the regulated housing sector
- Experience working with Esuasive housing and asset management modules
- Experience of defining platform governance frameworks or operating models

Qualifications, Skills & Experience

- Relevant Microsoft certifications

Essential or strongly desirable

- **Microsoft Certified: Power Platform Solution Architect Expert – PL-600** - covers design decisions configuration, integration, infrastructure, security, licensing, storage and change management.
 - **Microsoft Certified: Power Platform Developer Associate / PL-400** - covers extensibility, custom APIs, plugins, Dataverse, Power Platform CLI, Azure Functions and integration patterns, even if they are not the main developer.
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- Proven experience acting as a Solution Architect or Technical Architect on a major Dynamics 365 / Power Platform implementation, ideally involving a vendor-supplied platform product.
 - Experience designing and delivering secure, scalable cloud-based architectures
 - Experience defining or assuring non-functional requirements, including performance, resilience, security, monitoring, supportability and operational readiness.
 - Strong understanding of integration architecture, including APIs, Dataverse, Azure integration services, identity, access control, error handling and data reconciliation.
 - Experience integrating Dynamics 365 with third-party systems
 - Demonstrable experience of operating as a technical authority or platform owner within a live service environment
 - Ability to communicate complex technical risks and options clearly to senior non-technical stakeholders.
 - Experience of data migration workstreams as part of a new system implementation, including data analysis, cleansing, mapping, testing, and post-migration verification.