

Internal only	No
Vacancy ID	Orbit-0687
Job Title	Lead IT Product Specialist
Location	Coventry/Agile
Salary	£45,450
Contract Type	Permanent

Orbit is a fantastic business and one that's really going places.

Orbit was formed in 1967 with the aim of providing good-quality housing for people who would otherwise not be able to afford to buy their own home.

Over 50 years later, we're one of the leading housing providers in the UK. Our services have diversified, our housing portfolio has expanded, and our reputation as an innovator within our sector has grown. But one thing that has never changed. Our belief in people and what they can achieve.

Your role at Orbit.

We are looking for a Lead IT Product Specialist to join our busy IT Department, acting as subject matter expert to the business and driving forward the implementation of our future strategy.

The Lead IT Product Specialist will be subject matter expert for Orbit's customer focused solutions including D365 CE / D365 Field Services, and encompassing all peripheral systems including mobile applications/portals.

You will partner with internal stakeholders and work with IT colleagues to identify efficiencies and improvements in line with business needs and strategy. You will also work with the IT Product Leads and Product Teams to devise and deliver prioritised programmes of work providing solutions to meet business requirements for change.

You will be responsible for:

- Reporting to the IT Product Lead, to enhance IT managed systems/products for internal and external customers, maximising efficiencies
- Managing/projecting resource requirements to meet business demand, and in line with agreed KPIs
- Working with other internal teams and/or 3rd parties to resolve ongoing problems with focus on reducing incidents, acting as an operational/functional escalation path for Product Analyst team.
- Maintaining and updating knowledge base documentation – current processes and procedures
- Overseeing and assisting with technical support/maintenance/routine business process activities on IT managed products
- Supporting development of the IT Roadmap and Strategy in conjunction with the IT Product Manager/Lead and key stakeholders.

- Understanding business activities and its ambitions, strategically, commercially and culturally, to ensure the effective and timely provision of technology to support Orbit's agreed strategy
- Proactively engaging with the business stakeholders and product owners to identify continuous improvement actions for the managed systems, improving performance, efficiency and functionality, driving maximum benefit for the business
- Understanding customer needs, validate solutions and serve as key product specialist
- Supporting product design, development and release for assigned products, maximising benefit of available features
- Coordinating system delivery/enhancements for new features and regular upgrades with internal teams, partner/contractor companies and 3rd party suppliers
- Ensuring key stakeholders are regularly updated on progress being made with investigations/solutions
- Ensuring systems produce all necessary management information reports, ad hoc reporting and to be responsible for the systems interfaces with relevant systems.

What will help you make a difference.

As our ideal Lead IT Product Specialist, you will:

- Have experience supporting a Dynamics CE/CRM environment, and peripheral systems
- Have knowledge of and exposure to customer sales/customer experience
- Have a strong understanding of business requirements for system functionality, and experience of documenting and analysing complex business requirements
- The ability to organise your time to manage multiple simultaneous tasks effectively
- Possess good verbal and written communication skills to be able to build strong relationships with key stakeholders across the business

We know that an inclusive environment makes us more accessible and ensures we attract, engage, promote and retain great people. We welcome applications from all individuals regardless of age, gender/gender identity, sexual orientation, ethnicity/nationality, disability, or military service.

Why Orbit?

Rewarding your contribution.

For those who want or need more of a work life balance our view is that this role is suitable for WorkSmart. This means we would consider a more flexible working arrangement, where your hours and work location are managed according to

business, customer and personal needs. Agile working arrangements will be discussed during the interview process.

Some of our core benefits include:

- Group bonus potential up to 15% of salary
- 27 days annual leave plus bank holidays and the “Orbit day”
- Private medical insurance
- Excellent contributory pension scheme
- Life assurance
- A great pick and mix of flexible benefits including the option to buy and sell holiday and much more

Our culture and purpose.

We know that great people are central to achieving our ambitions and as such we want everyone to have a voice and make a positive difference. We are proud to be a Sunday Times 100 Best Companies to work for, this demonstrates we place people at the heart of everything we do. We continue to create a culture that celebrates diversity and an environment where everyone feels able to contribute towards achieving together.

We support our colleagues to be at their best through our wellbeing programme #ThisIsMe, our corporate learning programme, opportunities for professional development, our innovative approaches to making the world and our homes a greener place and our leading reward and recognition package. Because of this our people tell us Orbit is a great place to work for.

At Orbit, our people are enthusiastic and passionate about making a real difference to our customers and communities. We are one team where everyone is connected and encouraged to have the freedom to think differently.

Each year we build many new affordable homes and manage a total portfolio of around 45,000 properties. Over 100,000 people live in an Orbit home and our innovative approach empowers every one of them to grow and thrive. We are commercially driven. The more profit we make, the more we invest into the communities that we work for, improving services and playing a key role in driving UK housing growth.

Work for Orbit. Believe in people.

We have so much more that we'd like to share with you so please submit your CV demonstrating the value you could bring to Orbit.

<https://jobs.talent.dynamics.com/jobs/orbitgroup/7/402/apply>

We put the safeguarding of our customers, colleagues and contractors at the heart of everything we do and as such, certain roles will be subject to a DBS check.

ROLE PROFILE

ROLE TITLE	Lead IT Product Specialist (Customer Centric)
DEPARTMENT	IT
DIRECTORATE	Corporate Services
RESPONSIBLE TO	IT Product Lead
RESPONSIBLE FOR	n/a

ROLE PURPOSE

Responsible for supporting the development and implementation of Orbit's current and future IT strategy. The IT Product Specialist will serve as SME providing specialist product expertise for the relevant domain.

Customer Centric Domain Specific:

Orbit's current customer focused solutions, namely D365 CE Sales & Marketing, D365 Field Services and encompassing all associated peripheral systems including mobile applications/portals. To incorporate other D365 based initiatives aligning to Orbit's future IT strategy.

Work with the IT Product Leads and business stakeholders to devise prioritised programmes of work designing and delivering solutions, meeting business requirements for change, advising and influencing business processes and maintaining integrity of data in key systems. Assisting in the specification, development and testing of small changes.

Driving efficiencies for the business through upgrades, enhancements and features with a keen focus on continuous improvement and maximising benefit of the systems.

ACCOUNTABILITIES / RESPONSIBILITIES

- Reporting to the IT Product Lead, to enhance IT managed systems/products for internal and external customers, maximising efficiencies and managing/projecting resource requirements to meet business demand, and in line with agreed KPIs
- Work with other internal teams and/or 3rd parties to resolve ongoing problems with focus on reducing incidents, acting as an operational/functional escalation path for Product Analyst team.
- Maintain and update knowledge base documentation – current processes and procedures

- To oversee and assist with technical support/maintenance/routine business process activities on IT managed products
- Support development of the IT Roadmap and Strategy in conjunction with the IT Product Manager/Lead and key stakeholders.
- Understand business activities and its ambitions, strategically, commercially and culturally, to ensure the effective and timely provision of technology to support Orbit's agreed strategy
- Develop productive relationships with business stakeholders across Orbit to understand business requirements and influence business change requests to align to IT strategy
- Proactive engagement with the business stakeholders and product owners to identify continuous improvement actions for the managed systems, improving performance, efficiency and functionality, driving maximum benefit for the business
- Understand customer needs, validate solutions and serve as key product specialist
- Support product design, development and release for assigned products, maximising benefit of available features
- To coordinate system delivery/enhancements for new features and regular upgrades with internal teams, partner/contractor companies and 3rd party suppliers
- Ensuring key stakeholders are regularly updated on progress being made with investigations/solutions
- Responsible for ensuring systems produce all necessary management information reports, ad hoc reporting and to be responsible for the systems interfaces with relevant systems.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

Essential

- Experience of supporting/leading in a Dynamics CE / CRM environment including associated peripheral systems.
- Experience working within a customer sales/customer experience role therefore an understanding of the business operation.
- Demonstrates a comprehensive understanding of business requirements for system functionality
- Proven experience of analysing and documenting complex business processes and requirements.
- Ability to analyse and document data processes and integration requirements across all core systems
- Experience in prioritising multiple tasks effectively and successfully engage in multiple initiatives simultaneously

	<ul style="list-style-type: none"> • Excellent business relationship and stakeholder management skills • Strong collaborative skills, with good written and verbal communication skills • Work on own initiative
Desirable	<ul style="list-style-type: none"> • Product management experience • Experience of IT application support best practice • Experience in the use of agile development methodologies • Experience working within Social Housing sector • Experience of IT application support best working practices • Experience of working in an ITIL environment

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.