

Contract vacancy

Microsoft Dynamics Consultant

Date: August 2025

Looking for an exciting and rewarding career?

theidol.com is looking for a Microsoft Dynamics Consultant to provide expert consultancy and hands-on support in the implementation of Microsoft Dynamics 365 Contact Centre and CRM.

The Idol is a successful financial technology business based on the edge of the stunning Lake District National Park in Cumbria. Our location offers the opportunity for an exceptional work-life balance, allowing you to enjoy the countryside, find inspiration, and unwind.

We've been innovating in financial services since 1999 and are dedicated to transforming insurance technology to protect what matters. As part of the Legal & General Group (since 2010), we proudly partner with household brands such as Go.Compare, ComparetheMarket and Confused. We are committed to early adoption of new technologies, progressive working practices, and supporting everyone to be accountable to deliver their best quality work. You can find out more on [our website](#).

Job purpose

We are looking for a Microsoft Dynamics Consultant to provide expert consultancy and hands-on support in the implementation of Microsoft Dynamics 365 Contact Centre and CRM, guiding the delivery team and project manager through best practices, platform capabilities, and solution design.

Principle accountabilities

- Develop detailed technical architecture and documentation tailored to Dynamics 365 CRM implementations.
- Provide strategic input to design teams and stakeholders on Dynamics 365 CRM and Power Platform capabilities, highlighting limitations and best practices—emphasising the use of out-of-the-box functionality.
- Constructively challenge overly complex or heavily customised solutions to ensure alignment with platform boundaries and long-term sustainability.
- Collaborate closely with the solution architect to ensure solution designs align with the Idol Data Model, supporting consistent integration and a unified source of truth.
- Advocate for simplicity by adhering to Microsoft-recommended design principles and minimising custom development to reduce cost, complexity, and support overhead.
- Apply insights from previous CRM implementations to promote proven practices, highlight successful approaches, and ensure alignment with the latest Dynamics 365 roadmap and features.
- Support the project manager and wider project team to understand the ordering and dependencies of activities and to plan future rollout phases.
- Day to day implementation of features into the Dynamics environment with appropriate toolsets (Power apps, Canvas apps, Power Automate, Logic Apps etc.)
- Consider, relevant to your role, the needs and objectives of all our customers, including vulnerable customers, to ensure that they receive good outcomes.

Person specification

Knowledge, experience and qualifications

- Extensive experience as a Technical Architect on Dynamics 365 CRM projects
- Deep understanding of Dynamics 365 CRM modules and the Microsoft Power Platform
- Proven ability to design and document comprehensive technical solutions
- Skilled in advising stakeholders and design teams on platform capabilities and constraints
- Familiarity with the Dataverse, Common Data Model, and integration with third-party datasets
- Strong ability to balance technical feasibility, cost-efficiency, and long-term maintainability
- Microsoft certifications in Dynamics 365 and Power Platform
- Experience working in enterprise-scale or regulated environments
- Understanding of agile delivery methodologies
- Understanding or experience with the Contact Centre module
- Understanding or experience with Microsoft Purview data governance
- Experience working within Life Insurance and Financial Services Products.

Behaviours

- Constructively challenges when necessary to protect long-term system integrity
- Advocates for simplicity and sustainability in solution design
- Applies lessons learned from experience to inform current and future projects
- Collaborates effectively across teams to align solutions with wider organisational goals
- Communicates technical guidance clearly and strategically to both technical and non-technical stakeholders
- Maintains a pragmatic balance between technical idealism and practical delivery
- You must act to deliver good outcomes for retail customers

Scope

We are looking for a contractor to provide services to us full-time (Monday to Friday) via their own company or a third party employing entity. Please note that as we are regulated by the financial conduct authority, the contractor's employing entity will need to pass diligence checks prior to start.

We are aiming for a start date of the beginning of October (or earlier if possible) for three months. The possibility of extending the contract into 2026 will be reviewed monthly thereafter.

The contractor will be required to attend the office in Cumbria **when required** to meet project or business needs. Travel expenses will be provided in line with your location and our internal expenses policy.