

**Campden BRI (Chipping Campden) Limited**

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**Campden BRI (Nutfield)**

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## Job Profile

**CRM Systems Manager**

**IT Services Department**

For enquiries concerning this job, please contact:

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Campden BRI provides scientific, technical, and legislative support to the food, drinks and allied industries worldwide. The practical application of technical excellence lies at the heart of all that we do and is supported by our industry-leading facilities, expertise and knowledge.

From analysis and testing and operational support to knowledge management, all our activities are built on an extensive programme of research and innovation steered by industry to ensure maximum commercial relevance.

We provide services to companies all along the supply chain, but offer discounts, access to expert advice and other benefits for those that come into membership. Many of our clients are major blue-chip companies and household names.

## **Locations**

The Campden BRI Group operates from three sites in the UK and a fourth in Hungary. The role as advertised will be based at the Chipping Campden site but could require from time to time travel to other Group sites.

The site in Chipping Campden employs 300 full or part-time staff. A further 50 staff are employed at the site at Nutfield, Surrey and 20 staff are employed at our site in Budapest, Hungary. We also have a Consumer Test Centre in Leamington Spa.

## **IT Services Department**

The Department comprises nine permanent members of staff and operates in two sections:

- Applications
- Technical/Operations and Support

The Department is responsible for providing IT support for the UK-based commercial, financial, scientific and technical functions of Campden BRI. This is an exciting time to join the team as new IT developments are in progress as part of the wider company strategy.

The Department is responsible for the computer networks at the three UK group sites and one located in Hungary. The main network at the Chipping Campden site supports approximately 340 users, the network at the Nutfield site in Surrey approximately 50 users, 6 at the Leamington Spar site and 12 at the Hungary site.

Campden BRI uses predominantly Hewlett Packard hardware and Microsoft software. The sites operate Windows Server terminal servers for running standard software packages, applications developed in the Department and third-party software packages. Campden BRI uses the Microsoft Office suite of applications including Word, Excel, PowerPoint and Outlook for email.

The diverse nature of the organisation involves a wide range of PC applications and in addition to the central systems there are many systems purchased for specific functions.

The Department is responsible for Internet connectivity as well as voice communications (land-based and mobile), all of which are supported by the Technical/Operations and Support team. The Support team use incident management software for tracking service desk requests.

The Applications section determines business requirements, evaluate third party software applications or design new software, implement, interface, configure, deploy and support the resulting software systems using best practice methods.

## Duties and responsibilities:

The main purpose of the role is to manage, support and continually improve the implementation of Microsoft Dynamics 365 and Microsoft SharePoint to Campden BRI users through effective liaison and engagement with relevant stakeholders.

Key responsibilities of the role include increasing the utilization of Dynamics 365 and SharePoint through user engagement and providing support and training to staff on an on-going basis to best utilize the systems. This includes continually improving the Dynamics 365 system as the single point of contact for Campden BRI users, whether by phone, email or web portal.

The role will additionally develop, maintain and document standard operating procedures in alignment with the ITIL framework and design and enforce request handling, as well as overseeing the production of suitable work instructions within the team.

## Qualifications and competencies

- Degree in relevant subject or equivalent professional experience (ideally 5+ years)
- 2-3 Years working with Dynamics 365 including system administration, user support and user training
- ITIL Foundation preferable
- Well-developed communication skills
- Logical thinking and excellent technical problem-solving skills
- Multi-tasking and ability to balance work priorities under pressure

## Key skills

- Knowledge/experience of database design
- 2-3 Years working with Dynamics 365 including system administration, user support and user training
- ITIL Foundation preferable
- Good written and verbal communication skills and confidence in dealing with people.
- Problem solving.
- Ability to work as part of a larger team and on an individual basis demonstrating initiative.
- Flexible and pragmatic with a 'can do' attitude.
- Full UK driving license and own transport and possible occasional travel to Hungary

## Pay and benefits

<b>Salary:</b>	£28,000 - £35,000 (dependent on experience)
<b>Grade:</b>	G3
<b>Holidays:</b>	24 days plus public holidays and a holiday exchange scheme.
<b>Pension scheme:</b>	Campden BRI operates a pension scheme
<b>Training:</b>	Campden BRI is committed to ensure all staff receives appropriate training to support their job function and business needs.
<b>Health:</b>	Campden BRI operates a 'permanent health scheme' if you are unable to continue work for health reasons and a 'death in service' scheme.
<b>Others:</b>	Other benefits include subsidised restaurant/vending machine and parking on site.

## Further Information

If further information is required, please visit our website [www.campdenbri.co.uk](http://www.campdenbri.co.uk)