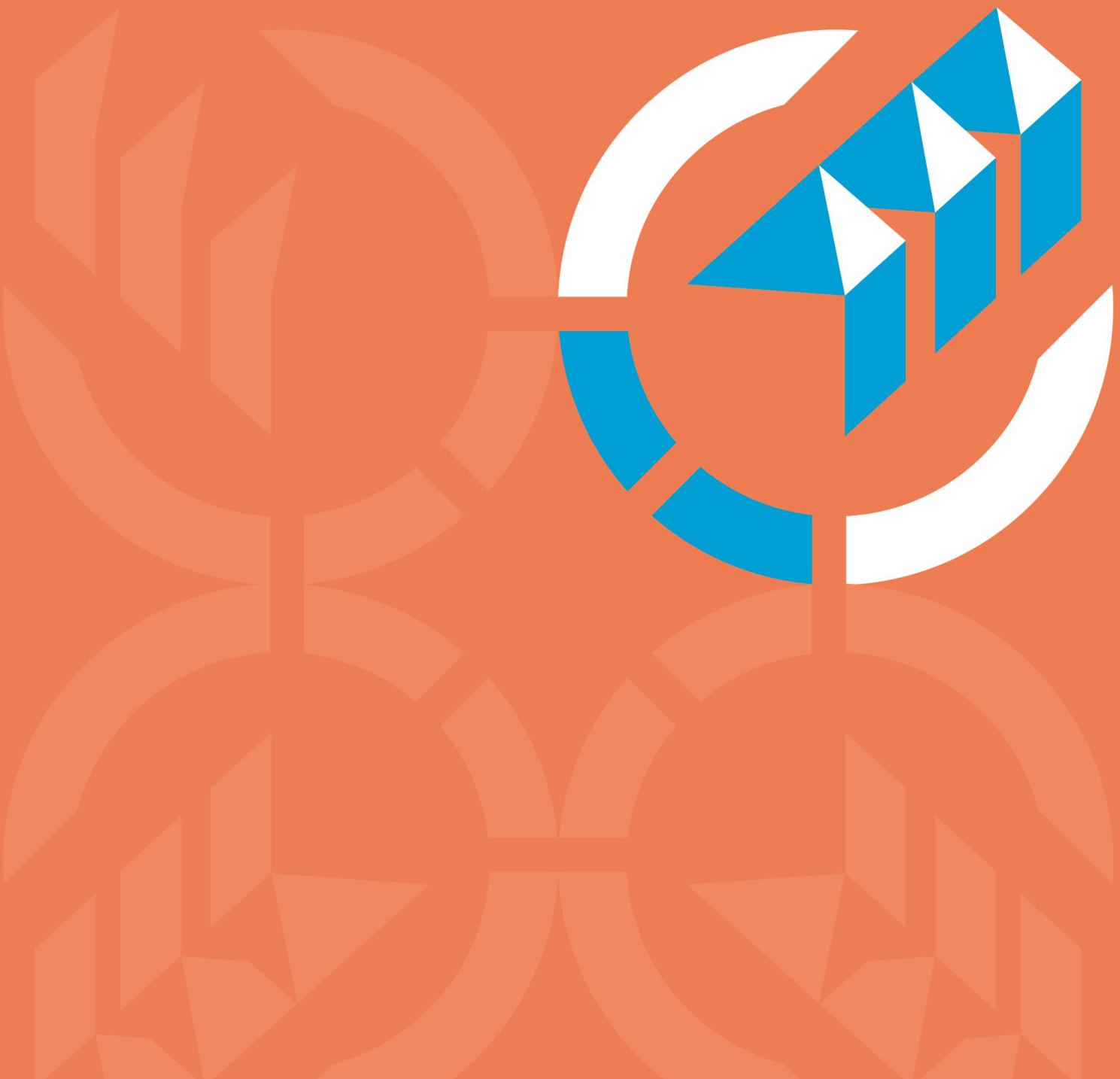




North & East
Housing Association
Building & Supporting Communities

Enterprise Applications & Power Platform Developer

Candidate pack | April 2025





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North & East
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Welcome to our organisation

I am so pleased you are taking a closer look at this opportunity to join the Digital Services team at North and East Housing Association (NEHA).

We have created this new role to lead the configuration, customisation, and development of our digital solutions in line with our strategic plan which will enable us to continue to deliver the high-quality homes and services that we remain hugely committed to.

We are very much rooted in our community and have always taken a tenant-centred approach. It is one of our values and as such, it runs through all that we do.

Our legacy of some thirty years is anchored in a commitment to ensure that our tenants live in homes and communities to be proud of. Our future is about considering both proven and innovative approaches that are in the interests of our tenants. I hope you will read on to find out more about this unique leadership opportunity to be a part of our future.

Kind regards

Vincent Keenan | Chief Executive



About NEHA

NEHA exists to provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland.

We support thriving communities through quality housing and continuing support for our tenants. We are a values-based organisation and a not-for-profit business with social objectives, which means that all our resources are reinvested in providing homes for those in need of housing.

We have some 800 homes and a strong pipeline of delivery. We provide housing management and tenant support services to tenants in twenty-six locations across eleven local authority jurisdictions. NEHA is primarily a general needs Approved Housing Body (AHB); however it also provides housing services with partners that focus on housing for people with specific needs.

Our vision is **to provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland.**

This vision is underpinned by three **values**:

Tenant Centred



- We communicate with tenants in a clear and respectful way and ensure that their voice is heard throughout the organisation.
- We make our tenants aware of their rights and obligations as tenants.

Trustworthy



- We are committed to the highest standards of governance as an AHB and as a Registered Charity.
- We are careful stewards of our housing stock and are committed to high standards of accessibility and environmental sustainability.

Collaborative



- We work in partnership with Local Authorities, Government agencies, other housing associations, voluntary bodies and private developers who share our commitments and values.



Role profile

Line manager:

Digital Services Manager

Line manages:

N/A

Role purpose:

Lead on the configuration, customisation, and development of our digital solutions. This role will be responsible for delivering our Microsoft 365, Dynamics 365 Customer Service, Power Platform through systems integration, automation, and custom development.

Key responsibilities:

1. Application Development & Customisation

- 1.1 Develop and configure solutions within Dynamics 365 Customer Service, including form customisation, workflows, plugins, and business process automation.
- 1.2 Build Power Apps (Canvas & Model-Driven Apps) to support various business functions, ensuring usability, security, and scalability.
- 1.3 Automate business processes using Power Automate (Flows, RPA, AI Builder) to integrate systems and improve efficiency.
- 1.4 Develop custom connectors and APIs to enable seamless integration between on-premise SQL systems, Microsoft 365, and cloud applications.
- 1.5 Build Power BI dashboards and data models to enhance reporting and decision-making.

2. Systems Integration & Data Management

- 2.1 Design and implement data integration strategies between our on-premise SQL-based housing management system and Microsoft 365 applications.
- 2.2 Develop and manage RESTful APIs, Web Services, and Azure Logic Apps to facilitate secure data exchange between platforms.
- 2.3 Work with Dataverse, SQL Server, and Azure SQL to optimise data structures and performance.
- 2.4 Ensure data security, GDPR compliance, and governance best practices across all integrations.



3. Microsoft 365 & Azure Development

- 3.1 Extend SharePoint Online functionalities using Power Automate, SPFx (SharePoint Framework), and JavaScript/TypeScript.
- 3.2 Implement Microsoft Teams apps, chatbots, and Viva Connections integrations to improve user collaboration.
- 3.3 Leverage Azure Functions, Logic Apps, and App Services for back-end automation and data processing.
- 3.4 Deploy and manage solutions using Azure DevOps, CI/CD pipelines, and Git version control.

4. Omnichannel & Customer Service Implementation

- 4.1 Configure and deploy Dynamics 365 Omnichannel for Customer Service, enabling seamless tenant engagement via phone, email, chat, and self-service portals.
- 4.2 Develop and integrate chatbots and AI-driven automation for tenant support.
- 4.3 Customise customer service case management workflows to streamline response times and resolution tracking.

5. Stakeholder Collaboration & Training

- 5.1 Work closely with Tenant, Finance and Property Services teams to translate business requirements into technical solutions.
- 5.2 Provide training and documentation for end-users and internal IT staff on newly developed tools and integrations.
- 5.3 Collaborate with third-party vendors and partners to ensure smooth project delivery.

6. Additional Responsibilities

- 6.1 To positively promote the Association in all activities.
- 6.2 To exercise discretion in all aspects of the role.
- 6.3 Sensitivity to confidential matters is required.



6.4 Any other duties which are consistent with the role

A role profile cannot feasibly cover every issue which may arise, and the postholder is expected to be sufficiently flexible to carry out other duties as required.

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Person specification

Essential Technical Skills & Experience

- a. 3+ years of experience in Microsoft Power Platform development, including Power Apps (Canvas & Model-Driven), Power Automate, and Power BI.
- b. Hands-on experience in configuring and customising Dynamics 365 Customer Service, including JavaScript-based form scripting, workflows, and plugins.
- c. Experience with C#/.NET development skills for extending Dynamics 365 and Power Platform capabilities.
- d. Proficiency in SQL Server (T-SQL, stored procedures, database optimisation) and experience with Dataverse (Common Data Service).
- e. Experience in API development (REST, JSON, OData, Graph API) and Azure Logic Apps / Azure Functions for integrations.
- f. Knowledge of JavaScript, TypeScript, HTML, CSS, and modern web development frameworks (React, Angular, or Vue).
- g. Hands-on experience with SharePoint development (SPFx, Power Automate, SharePoint Lists).
- h. Understanding of Azure Active Directory (AAD), authentication (OAuth2, OpenID Connect), and security best practices.

Desirable Skills

- Experience in the housing sector or with Approved Housing Bodies (AHBs).
- Familiarity with AI Builder, RPA (Robotic Process Automation), and Virtual Agents for chatbots.
- Microsoft certifications (e.g., PL-600 Power Platform Solution Architect, MB-910 Dynamics 365 Fundamentals, AZ-204 Azure Developer).

Personal attributes

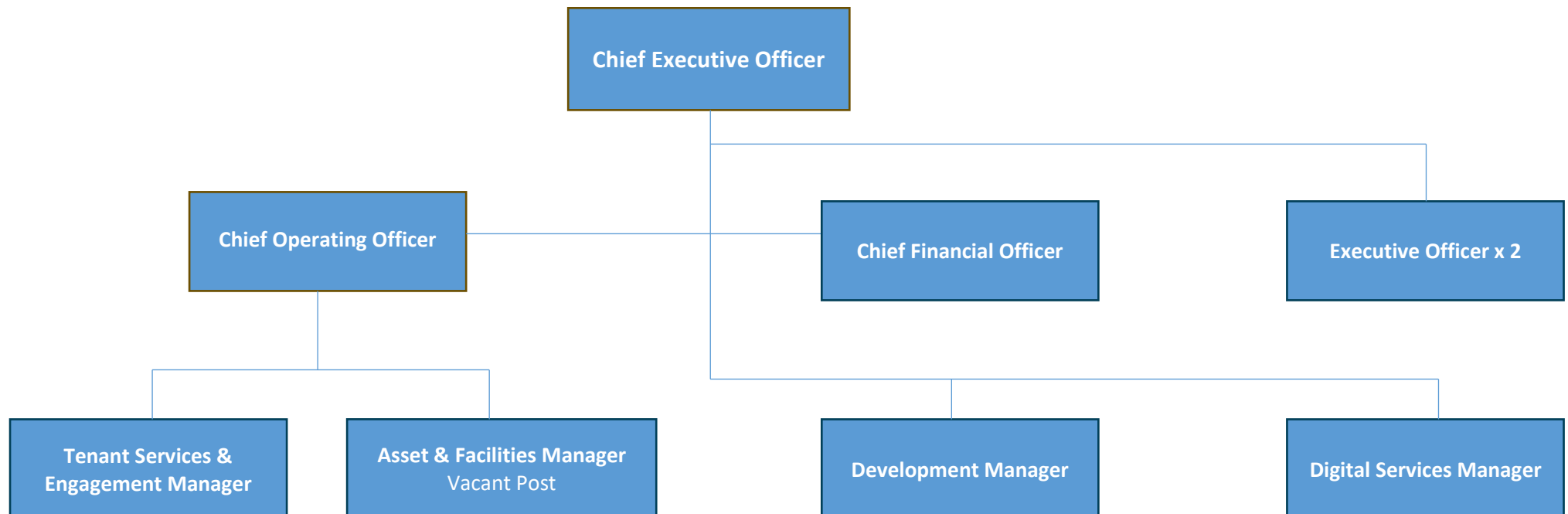
- i. Passionate about service quality.
- j. Operates with a high degree of probity, is open and transparent while respecting confidences.
- k. Has a collaborative style that engages people and promotes positive relationships.
- l. Integrity, which earns respect.



- m. Tenacity and resilience, with drive.
- n. A commitment to learning for yourself and others.
- o. A willingness to work with flexibility, agility and visibility.

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Our structure





North & East
Housing Association

Building & Supporting Communities

Key terms & conditions

Salary:

The salary range for the post is circa €80,000 depending upon experience.

Location:

The head office and main location for this role is in Blanchardstown, D15.

Hybrid working is possible after completion of first three months of service. Visibility in this role remains key and the postholder is expected to manage their office presence accordingly.

Probation and notice period:

The probation period is 6 months.

Notice period after that is 1 month.

Additional benefits:

- CIH membership and professional body fees
- Access to Microsoft certifications and sector specific professional development opportunities.
- Free parking at NEHA offices
- 25 days annual leave
- Company additional days
- Individual training & development programme
- Employee assistance programme
- PRSA pension scheme
- Enhanced maternity & paternity benefit
- Travel & subsistence allowance
- Death in service benefit.



North & East
Housing Association

Building & Supporting Communities

How to apply and key dates

To apply for this role:

Please send your CV and cover letter to: hr@neha.ie

Key dates:

Closes: 5:00 pm on Friday 2nd May 2025

Queries:

For any queries please contact hr@neha.ie

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Candidate Privacy Notice for North and East Housing Association

North and East Housing Association ("NEHA," "we," "us," or "our") understands the importance of protecting the privacy of your personal information. This Candidate Privacy Notice explains how we collect, use, and disclose personal information you provide to us when you apply for a job with North and East Housing Association or use our career website.

Information About Us

We can be contacted at 01-820 0002. North and East Housing Association is the data controller for your data for the purposes of the Irish Data Protection Act 2018, the General Data Protection Regulation (GDPR)

Personal data processed	Source of the personal data:	Purposes of processing	Legal basis for processing
Job applicants			
<ul style="list-style-type: none">Personal details such as name, date of birth, address, email address, phone number, nationality.Employment and education history in your CV; application form or as provided by you;	Job Candidate	<ul style="list-style-type: none">To manage the receipt, administration, evaluation and management of your job applicationTo determine your suitability for the role you have applied forTo keep you informed of your progress or contact you at a later date.To enter into an employment contract with you if your application is successfulTo contact you about other opportunities with North and East Housing Association	Legitimate Interest Legitimate Interest Consent
<ul style="list-style-type: none">Referees or any other personal data which you may submit in the course of this job application with your consent.	Job Candidate	To determine your suitability for the role you have applied for	Consent
<ul style="list-style-type: none">Immigration	Job Candidate	Meeting North and East Housing	Legal obligation



<ul style="list-style-type: none"> and visa details if required. • Background checks if required or applicable to your role • Fitness to work statements if required or applicable to your role • Garda vetting status if required or applicable to your role 		<p>Association legal obligations, such as processing information about your nationality or visa status to comply with immigration and employment laws</p>	
<ul style="list-style-type: none"> • Special Category Data such as health data will only be processed if you provide it 	Job Candidate	To manage the receipt, administration, evaluation and management of your job application	Explicit consent

Any job application or the granting of an interview will not create an employment relationship or other agreement between North and East Housing Association and yourself. The submission of your CV and application does not obligate North and East Housing Association in any way to consider your application, to grant an interview or to make an offer of employment. Any offer will be conditional on your executing written terms and conditions of employment and complying with any other reasonable requests.

Personal Data We Collect and how we use it

We collect personal data relating to you when you submit your CV to us for this job application, or if your personal data is submitted to us via third-party recruiters or when we engage in background checks. We may do this as summarised below:

Sharing of Personal Data: for the purposes set out above, we may share your personal data with other parties. The recipients of your personal data such as referees

International Transfers of Personal Data: We may transfer your personal data to countries that are not part of the EEA. These are known as “third countries” and may not have data protection laws that are as strong as those in the EEA. This means that we will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within EEA under the GDPR as follows:



- We will transfer to countries which have been approved as “adequate” by the European Commission.
- We may use specific contracts with third parties that are approved by the European Commission for the transfer of personal data to third countries. These contracts ensure the same levels of personal data protection that would apply under the GDPR.

Data Retention: Your personal data will be retained only for as long as reasonably necessary for the purposes set out in this notice and if required by applicable law.

Security: Data security is very important to Us, and we are committed to protecting the security of the personal data you share with us or we otherwise process about you. In support of this commitment, we have implemented appropriate technical, physical and organizational measures to ensure a level of security appropriate to the risk. We have attempted to protect our servers by locating them in areas with security procedures, use of firewalls and implementing other generally available security technologies.

Your Rights: If you want to know what personal data we hold on you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). You have the right to correct, amend or have deleted your personal data in the event that it is inaccurate or has been processed incorrectly, or when the right to erasure applies. You can object to the processing of this data or request that the processing be restricted where it is based on our legitimate interest or consent. You may withdraw your consent where you have provided this. Your personal data is not subject to automated decision making.

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