

Job Description



Purpose: To provide clear information on a specific job role
Applies to: Prospective & current employees at Frontline Consultancy. **Owner:** HR Manager
Document: First Issue: March 2016 Current version: V3 Revision Date: 14/04/2021

The Job: Microsoft Dynamics 365 Business Central – Principal Consultant



Due to expansion in both size and technologies, there has never been a better opportunity to join Frontline Consultancy. Our company continues to go from strength to strength and that is down to our dedicated and hard-working colleagues.

We are seeking an experienced, driven and passionate Business Central Consultant to join our dynamic team. In this role, you will be instrumental in delivering innovative ERP solutions that empower organisations to streamline their operations, enhance decision-making, and achieve their objectives. Your responsibilities will extend beyond traditional software implementation, as you will actively shape the future of our clients' businesses by leveraging AI capabilities and developing bespoke Agents. These technologies will drive automation, support intelligent workflows, and ensure our clients are equipped to thrive in an increasingly digital landscape.

This hybrid role involves remote work, with office and client site visits as needed. All necessary equipment will be provided for effective performance.

Why This Role Matters

In this position, you will serve a critical function by advising clients on optimising their operational strategies and maximising the value of their business processes and technology investments.

Principle Responsibilities:

- **Guide and motivate** ERP project teams, overseeing each phase from discovery right through to go-live. Strengthen client relationships by learning about their business needs, ensuring they become loyal, long-term partners and supporting high retention.
- **Perform detailed business process evaluations** to spot improvement opportunities and **spark innovation** within client organisations and conduct **AI readiness** assessments.
- **Set up, tailor, and fine-tune Business Central** so it matches every client's specific workflows and strategic objectives.
- **Collaborate** with developers to create bespoke extensions, system integrations, and Agents that broaden and enhance functionality to meet client requirements. Ability to code/understand in AL advantageous.
- **Partner with clients** during data migration, making sure customer, vendor, item, and opening balance information, often coming from various systems, is transferred smoothly without conflicts and ready for use in the new system.
- Conduct **interactive user training** sessions and produce straightforward documentation to promote lasting user success and adoption.
- Offer **continued support and troubleshooting**, reassuring clients after implementation.
- Keep up with **Microsoft Dynamics 365 updates** and stay informed about leading industry practices.



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Skills

- Deep expertise in Dynamics 365 Business Central, with proven experience delivering full SaaS solutions.
- Strong foundation in finance and essential business processes.
- Familiarity with the broader Microsoft Ecosystem, including Power Platform, Dataverse, and Azure and driven to embrace new technologies, such as AI and Agents is desirable.
- Experience working within structured project delivery frameworks such as Prince2 or Microsoft Sure Step is advantageous.
- Self-motivated, capable of managing small client projects independently while eager to contribute to larger team efforts.
- Solid knowledge of ERP systems, covering core processes like finance, supply chain, manufacturing, and distribution.
- Outstanding problem-solving abilities, with a talent for strategic thinking and decisive action.
- Articulate and highly proficient in both written and verbal communication. This position requires regular interaction with clients and colleagues at all organizational levels, including executive leadership, through Microsoft Teams, email, telephone, and in-person meetings.
- Exceptional interpersonal and communication skills, with a proven ability to establish strong relationships and credibility with clients.
- Microsoft certifications in Dynamics 365 Business Central are highly regarded.

Experience

- Demonstrated expertise in Microsoft Dynamics Business Central and its ecosystem.
- Embraced the AI Ecosystem, CoPilot, Agents and able to discuss AI Strategies with the client



Person Requirements:

Work experience:

- Preferably, 2–5 years working as an ERP consultant, with emphasis on Microsoft Dynamics solutions.
- Ideally suited for a Business Central Consultant ready to advance, by not only leading projects with new technologies, but also possibly managing a team of consultants.

What We Offer

- Join a team environment that fosters support and collaboration, ensuring all contributions are respected.

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- Access to ongoing professional development, relevant certifications, and advancement opportunities.
- A competitive salary package, inclusive of comprehensive benefits and flexible work options.
- Engagement in meaningful projects that deliver measurable value to clients.

Ready to take your career to the next level?

If you are passionate about the next stage in your career and making a real impact, eager to help businesses transform the way they work, we want to hear from you! Apply today to join our team and be part of a supportive, innovative environment where your expertise will be valued and your growth supported.

Submit your application and let us shape the future of business together!

Frontline Values:

- Deliver outstanding customer service.
- Quality results with passion and professionalism.
- Deliver outstanding customer service.
- Provide quality results with passion and enthusiasm.
- Together everyone achieves more.
- Operate with integrity in everything we do.
- Create and innovate.
- Be the best.
- Own it.

