

Head of Practice - Customer Engagement & Power Platform Practice

LOCATION:

Milton Keynes Head Office - Mix of home and office-based working

HOURS:

Full-time

SALARY:

Dependent on experience

REPORTING TO:

Technical Director

WHO ARE PRAGMATIQ?

At Pragmatiq, we work with ambitious organisations to help them do better and be better. As an award-winning Microsoft Solutions Partner, we support businesses and non-profits to achieve their goals through digital transformation – using Microsoft Dynamics 365, the Power Platform, and Microsoft Copilot Studio.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve our mission:

We support our customers to build better and smarter organisations, leveraging the power of technology to unlock opportunities. We do this through a Microsoft focussed strategy, consistently pushing the boundaries of the platform, combined with Pragmatiq's approach to Excellence in everything we do.

Our values embody who we are and underpin everything we do as a business. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.



ACCOUNTABILITY

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership. Reliability. Integrity.



COLLABORATION

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect. Communication.



EXCELLENCE

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition. Adaptability. Pioneering.



Role: Head of Practice - Customer Engagement & Power Platform Practice

THE ROLE:

We are looking for an experienced and commercially minded leader to take ownership of our Customer Engagement and Power Platform practice.

This role is responsible for driving the growth, performance and maturity of the practice, ensuring we continue to deliver exceptional outcomes for our clients while creating an environment where our consultants can thrive.

Overseeing with Solution Architecture CE & PP Project Delivery and Managed Services, as well as working closely with Sales & Account Management, you will play a central role in shaping our service offerings, developing our people, improving delivery standards and ensuring the practice is positioned for sustainable growth.

Success in this role means balancing customer success, team development, operational excellence and commercial performance to create a high-performing and scalable practice.

KEY RESPONSIBILITIES:

PRACTICE LEADERSHIP & GROWTH

- Provide strategic leadership for the Customer Engagement and Power Platform practice
- Develop and execute plans to support the continued growth and evolution of the practice
- Ensure the practice remains commercially successful, scalable and aligned with wider business objectives
- Monitor key performance indicators including utilisation, profitability, project health and customer satisfaction
- Collaborate with leadership to identify new opportunities, capabilities and service offerings
- Support the development of Pragmatiq's thought leadership, market positioning and Microsoft relationship

DELIVERY EXCELLENCE

- Establish and continuously improve delivery standards, governance processes and implementation methodologies
- Leverage AI tools and technologies where appropriate
- Ensure projects are delivered consistently, efficiently and in line with Pragmatiq's quality expectations
- Promote best practice across Dynamics 365 Customer Engagement, Power Platform and wider Microsoft Business Applications technologies
- Support project and delivery teams in overcoming complex challenges and delivery risks
- Work closely with the Head of Solution Architecture to ensure solution designs are robust, scalable and supportable

RESOURCE & CAPACITY MANAGEMENT

- Oversee forecasting, workforce planning and capacity management across the practice
- Ensure the right skills and resources are available to meet current and future demand
- Work with delivery leadership to optimise resource allocation and utilisation
- Identify capability gaps and implement plans to address them through recruitment, training or mentoring
- Support succession planning and long-term workforce development

PEOPLE LEADERSHIP & DEVELOPMENT

- Lead, coach and inspire a team of Solution Architects, Technical Consultants, Functional Consultants and Managed Service professionals
- Create a high-performance culture built on accountability, collaboration and continuous improvement
- Support managers in setting objectives, performance expectations and development plans
- Drive career progression frameworks and skills development across the practice
- Review team structures, role definitions and salary frameworks to ensure they remain aligned with business growth
- Champion Pragmatiq's values and maintain a positive, supportive and engaging culture

CUSTOMER SUCCESS & SOLUTION GOVERNANCE

- Act as a senior escalation point for strategic customers and critical engagements
- Ensure the solutions we deliver provide long-term business value and support customer objectives





CUSTOMER SUCCESS & SOLUTION GOVERNANCE

- Drive adoption of best practices that improve customer outcomes, user engagement and return on investment
- Support governance reviews and solution assurance activity across major projects
- Encourage innovation while maintaining delivery quality and technical integrity

PRE-SALES & COMMERCIAL SUPPORT

- Support the sales team in qualifying opportunities and shaping solution approaches
- Contribute to discovery workshops, solution demonstrations and executive presentations
- Improve estimation, scoping and delivery planning processes to increase accuracy and consistency
- Provide leadership input into proposals, tenders and strategic opportunities
- Build confidence with prospective and existing clients through trusted advisor relationships

CROSS-FUNCTIONAL COLLABORATION

- Work closely with Sales, Delivery, Managed Services and Account Management to create a seamless client experience
- Ensure successful transitions between sales, implementation, adoption and ongoing support
- Collaborate with other practice leaders to share knowledge, improve consistency and drive innovation
- Support company-wide initiatives that contribute to operational excellence and business growth

WHAT SUCCESS LOOKS LIKE

The successful individual will help Pragmatiq:

- Deliver consistently high-quality customer outcomes
- Grow revenue and profitability within the Customer Engagement and Power Platform practice
- Improve project predictability and estimation accuracy
- Create a scalable and sustainable consulting practice
- Develop a highly engaged and capable consulting team
- Increase customer satisfaction, adoption and retention
- Strengthen collaboration across departments

KEY SKILLS & EXPERIENCE:

ESSENTIAL EXPERIENCE

- Extensive experience delivering Microsoft Dynamics 365 Customer Engagement and Power Platform solutions
- Previous leadership experience within a Microsoft Business Applications, Dynamics 365 or Power Platform practice
- Strong understanding of AI technologies and how they can be leveraged to improve internal processes, project delivery and customer outcomes
- Strong commercial awareness, including forecasting, profitability and resource management
- Experience managing consulting or professional services teams
- Proven ability to coach, mentor and develop high-performing individuals
- Excellent stakeholder management and communication skills
- Experience supporting sales activities, proposal development and customer workshops
- Strong understanding of solution governance, architecture principles and delivery methodologies

DESIRABLE

- Experience working within a Microsoft Solutions Partner organisation
- Knowledge of Copilot, AI and emerging Microsoft technologies
- Experience scaling consulting teams and service offerings
- Microsoft certifications across Dynamics 365 and Power Platform technologies





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EQUALITY, DIVERSITY AND INCLUSIVITY:

At Pragmatiq, we aspire to have a workforce that is diverse and representative of all sections of society. We value different thoughts and perspectives, and believe that a diverse workforce enables growth and creates a sustainably inclusive workplace for all employees. If you would like to discuss any specifics of the role and how you might be suitably qualified, or to discuss flexibility or accessibility requirements, please contact careers@pragmatiq.co.uk.

WHAT WE CAN OFFER:

You will be part of a fast-paced Microsoft Solutions Partner at an exciting period in our growth. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology. We provide our employees with an extensive benefits package, that includes:

- Private medical insurance
- Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- Access to a mental health support service
- A rewards account providing a range of discounts across a variety of excellent brands
- One paid-for volunteering day a year for a charity of your choice
- Quarterly team social events
- 25 days + Bank Holidays, with options to buy/sell days
- Birthday off work
- £200 to spend on home office equipment
- Competitive salaries
- Walking meetings
- Pension plan
- Based in bright, spacious offices in Central Milton Keynes, a short walk from Centre:MK and MK train station
- Hybrid working environment

HOW TO APPLY:

If you wish to apply for this role, please send your CV directly to careers@pragmatiq.co.uk.

