

JOB DESCRIPTION

JOB TITLE	Microsoft M365 Platform Lead
GRADE	PO12
REPORTING TO	Digital CX Solutions Manager
JD REF	CSUP0172P

PURPOSE

You will lead a M365 team that has a vital role in the design, build and implementation of enterprise collaboration tools, applications, and services across Microsoft 365 Platform and Power Platform, ensuring maximum business value for the organisation.

You will have excellent technical ability and full understanding of the complexity of the various technical elements of M365 and Power Platform, their interoperability, automation, and integrations with other commercial applications. The role will require regular horizon scanning of new technology opportunities.

The M365 team will work with key business stakeholders to develop new ways of working, delivering efficiencies and enhancing our user experience across the business. Providing support for digital transformation into a modern workplace using innovative technologies, with new capabilities and solutions being developed. These include but are not limited to:

- Meetings, calling and chat (Teams, meetings, events, audio conferencing)
- Files and content (OneDrive, SharePoint Stream, Sway, Lists, Graph API, Forms, Delve)
- M365 Apps (PowerPoint, Word, Excel, OneNote, Publisher)
- Email and Calendar (Outlook, Exchange, Bookings, Shifts)
- Social and Employee Experience (Viva Connections, Engage, Insights, Goals)
- Work management (Planner, To Do)
- Automation and Apps (Power Automate, Power Virtual Agents, Dataverse for Teams)

As part of the evergreen nature of the products, a commitment to continuous development and learning is required.

MAIN DUTIES AND RESPONSIBILITIES

1. Management of the 365 and Power Platform administrator roles within the team.

2. Optimise the team's performance by ensuring that staff are motivated, have clear objectives, are focused on continuous improvement, and empowered to find creative solutions that will add value.
3. Responsible for planning resources; scheduling work; monitoring progress against timescales; anticipating and avoiding potential incidents; and responding to issues and requests raised.
4. Accountable for service delivery and availability, and management of product roadmaps.
5. Collaborative prioritisation of releases and configuration in partnership with key stakeholders, influencing and negotiating with key stakeholders to balance conflicting corporate priorities and schedule "go live" dates.
6. Responsible for the development of knowledge articles, and design documentation, to ensure solutions can be fully exploited by customers and supported.
7. Leading on large technical projects of varying complexity and cost, and negotiating with key stakeholders.
8. Leads and advises on current digital trends and technologies and champions the use of new technologies.
9. Work alongside architects, security, information governance and data to ensure delivery of robust and compliant solutions, and that M365 development activities protect council data both internally and externally.
10. Migrate users and information to the M365 product set including data identification, transformation, and migration using products such as PowerShell or other 3rd party tools.
11. Implementation and maintenance of the Power Platform Centre of Excellence to drive digitisation and automation, whilst maintaining central oversight and governance.
12. Provide a point of management escalation with more complex advice, support, and guidance and assuming autonomy in decision making.
13. Participate internally and represent M365 and Power Platform in community of practices, sharing knowledge through show and tells, case studies and blog posts, and engage in the Microsoft Local Regional Government community.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Attainment or working towards a professional, academic or industry standard qualification relevant to the realm of technical expertise for the role (minimum A Level or equivalent and/or working towards NVQ Level 5 or equivalent).
- **Desirable** - Microsoft expert certification in M365 technologies e.g. MS-100, Project management qualification e.g. ITIL, Agile, DevOps, Prince2, Prince2 Agile

Knowledge & Skills:

- Excellent interpersonal, communication and negotiation skills.
- Ability to work in a fast paced, changing environment, and to self-educate across several areas.
- Ability to analyse user requirements, communicate concepts to technical and non-technical audiences to support the development and implementation of solutions.
- Strong ability to interact with business stakeholders to understand their needs and provide simple solutions to their problems.
- Clear knowledge of M365 suite and administration roles.
- Knowledge of SharePoint tools to simplify information storage and management such as Lists, Libraries and metadata.
- Knowledge of Exchange and Exchange online
- Knowledge of Microsoft Teams and associated add ons and extensions
- Knowledge of Power Platform (Apps, Automate, Virtual Agents, Portals), Dataverse, Common Data Service, and Dataverse for Teams
- Understanding of application lifecycle management in Power Platform
- Understanding of AAD and 365 group management and permissions
- Knowledge of data governance and data security and compliance features and best practice
- Ability to work to tight deadlines and under pressure in an agile environment.
- Understanding of appropriate service & project management methodologies (e.g. ITIL, Agile, DevOps, Prince2)
- **Desirable** - Knowledge of Copilot for business

Experience:

- Strong technical background with a thorough understanding of Microsoft 365 services and features, including SharePoint Online, OneDrive, Teams, Power Platform, and other applications.
- Experience of one or more areas of M365 administration such as Exchange, SharePoint, Teams, Power Platform, or Dynamics
- Production of high quality documentation
- Managing and developing individuals/teams to deliver corporate objectives, championing new technologies, and motivating, training, mentoring individuals and teams.
- Continuous improvement, identifying opportunities for service improvement, including monitoring and assessing current services, and horizon scanning.
- Balancing business as usual and project work of a development team, planning work activities and linking product roadmaps and changes
- Conducting staff appraisals and regular performance reviews, setting clear objectives.
- Applying corporate HR policies, including capability and disciplinary procedures.
- Working strategically with senior management.
- Negotiating with system and service owners and suppliers.
- Supervising and managing 3rd party contract staff as required for project work.

Desirable:

- *Building and championing communities of practice*
- *Experience of working in a DevOps environment*
- *Use of tools such as PowerShell or ShareGate*
- *Implementation and data migration from on premises traditional file shares to SharePoint.*
- *Experience in using Azure DevOps to manage EPICs, Features and tasks as a prioritized and time estimated backlog of work*

ADDITIONAL INFORMATION

The postholder must be able to travel across the borough

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

HEALTH & SAFETY CONSIDERATIONS:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Working nights
- Lone working

DATE OF APPROVAL: PETE MOULTON (HEAD OF ICT)
APPROVED BY: FEBRUARY 2024