West Midlands Combined Authority

Job Description	
Job Title:	Principal SharePoint / M365 Specialist
Directorate/Team:	Technology and Insight / Digital and Data Team
Location:	16 Summer Lane or other site/location
Responsible to:	Design & Development Manager
Responsible for:	0 Permanent staff, responsible for 3rd party suppliers and consultants where required
Key working relationships: (internal)	D&D Staff and contractors, Data Protection Officer and Information Governance team, Internal Communications, Organisational Development
Key working relationships: (external)	Microsoft account management, specialist vendors and suppliers, technically aligned roles across regional local authorities

Purpose of the Post

The role will be responsible for managing and configuring the SharePoint Online and Microsoft 365 environments, ensuring a compliant approach which is aligned with best practice and the Digital and Data strategy.

Work across the Digital and Data department and wider business as a go-to person for all SharePoint and Microsoft 365 transformation, advice, and support. A domain expert on all things SharePoint and Microsoft 365, transforming the Digital and Data services from legacy systems to modern platforms. Enabling the business to continually develop and improve its Digital and Data platforms.

Accountabilities

- To define and maintain policies, standards, and documentation for SharePoint Online and Microsoft 365 across the organisation.
- To lead the adoption of scalable cloud technologies and drive automation across workloads to improve efficiency and resilience.
- To manage and develop the Microsoft 365 technology stack, ensuring robust performance, security, and disaster recovery capabilities.
- To provide expert-level (3rd line) support and deliver complex technical solutions aligned with business needs and industry standards.
- To work cross-functionally with internal teams, external partners, and stakeholders to implement compliant, enterprise-level solutions.

Responsibilities

Strategic

- Set best practice and policies within SharePoint Online and Microsoft 365 provision across Digital and Data and the wider business, creating and maintaining standard operating procedures and technical system documentation as required.
- Instil a culture of automation across all Cloud and On-Premises workloads, making recommendation of improvements to existing processes and products and working with business teams to achieve this.
- Work with new and emerging cloud technologies to provide a modern, scalable architecture.

- Work flexibly and with integrity to meet the needs of the WMCA, Technology & Insight and Digital & Data teams.

People

- To offer 3rd line IT support to all levels and areas of the business, acting as one of a team of Specialists and Developers for escalation on Digital and Data issues.
- Assist in the professional development of junior members of the department acting as a mentor when required.
- To take part and initiate knowledge transfer where required to members of the relevant D&D teams to ensure greater skills resiliency and redundancy.
- Work closely with the D&D department and communicate at all levels with wider business to ensure capture of all relevant data in a scalable environment and further develop the architecture to support at an enterprise level.
- Work with external suppliers and consultants in implementing solutions utilising best practice and compliance with WMCA standards and policies.
- Represent WMCA in a professional manner at all times.

Operational

- Manage the delivery of the Microsoft 365 technology stack. To have responsibility for the administration, configuration, and development of SharePoint online and Microsoft 365 services.
- To develop, design and build SharePoint Online and M365 technology stack in line with the Digital and Data Strategy and implement the outcomes required, that drives changes throughout the business and its partners.
- Responsible for the delivery of multiple significant, highly complex, support issues and projects.
- Responsible for researching, identifying, and implementing solutions based on business need, utilising best practice within the team and following IT Industry standards
- Responsible for working on own initiative, managing time and recommending relevant technical decisions for approval in accordance with best practice and the Digital and Data strategy.
- Identify and manage risks, issues, dependencies, and opportunities for SharePoint Online and Microsoft 365 services.
- Responsibility for assuring the backup and performance of SharePoint Online, Microsoft 365 solutions and generation of dashboards to monitor the environments, ensuring systems are accessible and data is recoverable in a disaster recovery scenario
- Working with Cyber Security and the Data Protection Officer to ensure that we are meeting required standards implementing solutions and tools that monitor and enforce policies.

Financial

- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.
- There will be a requirement to ensure that support is provided between 08:00 – 17:00 Monday to Friday excluding bank holidays.
- There will be a requirement to work outside normal office hours to support WMCA's Digital and Data systems
- There will be a requirement to work at any organisation sites as required and travel may be required on occasion
- Hybrid working applies to this role. Attendance at Summer Lane (or other allocated sites) will be agreed with your manager to meet business and team requirements, usually around 2-3 days per week

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	**E**	**D**	**A***	**I***	**T***
Extensive experience within Microsoft 365, including but not limited to Exchange online, Teams, One Drive, SharePoint Online, Power Apps and Azure Active Directory	x		x	x	
Extensive experience administering, configuring, and designing a Microsoft 365 enterprise environment	x		x	x	
A good understanding of Microsoft 365 roadmaps and the ability to evaluate the applicability for business productivity solutions in accordance with the Digital and Data strategy	x		x	x	
Experience of deploying Microsoft 365 solutions	x		x	x	
Experience with PowerShell, including development of scripting across Microsoft 365 services	x				
Experience of undertaking appropriate impact assessment of Microsoft 365 updates	x		x	x	
Experience with integrations and migration paths from on-prem solutions to Microsoft 365	x		x	x	
Experience of analysing highly complex technical issues and proposed solutions	x		x	x	
Experience in the automation of processes	x		x	x	
Skills / Knowledge	**E**	**D**	**A***	**I***	**T***
Extensive knowledge of supporting the Microsoft 365 technology stack	x		x	x	x
Strong SharePoint online knowledge and skills	x		x	x	x
Strong attention to detail and excellent customer service ethos	x			x	
Strong technical and governance documentation skills			x	x	
Ability to work autonomously and as a team player	x			x	
Prioritise and sequence the Microsoft 365 technology roadmap - delivering proof of concepts.	x		x	x	
Skilled in advanced troubleshooting across the Microsoft 365 stack	x			x	x
Evidence of outstanding working relationship with end users in exceeding their expectations	x		x	x	
Working knowledge of PaaS, SaaS and IaaS technologies	x		x	x	
Knowledge of scripting technologies, specifically for systems administration (e.g. PowerShell, VB, .Net) for Azure Active Directory	x		x	x	x
An understanding of ITIL practices, current GDPR and information security principles	x		x	x	
Microsoft SQL skills		x	x	x	
Knowledge and experience of working across all technologies within the Microsoft 365 stack, ensuring best use of the right technology for the business requirement	x			x	x
Qualification / Education / Training	**E**	**D**	**A***	**I***	**T***
Qualified to degree level in an IT related discipline.	x		X		
An IT technical qualification e.g. M365, MCSD, MCSE, MCDA, CCNA, CISP, VCP or similar recognised professional qualification that demonstrates knowledge of essential skills	x		X		
ITIL 4 Foundation or higher		x	x		

*Key: A = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or

	omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
15/2/2023	JEP18	SP40-SP44	