When potential
is unlocked,
talent *thrives*

West Northamptonshire Council

Job description and person specification

MS365 Administrator

Digital, Technology & Innovation, Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

To manage the MS365 platform, including Teams, along with associated services and to be the single point of contact for all changes, policy updates and upgrades. Also responsible for successfully introducing new services and providing 3rd level and major incident support for all MS365 services.

Accountable to:

Reports to: MS365 Manager

Responsibilities:

1. Manage all aspects of the MS365 platforms, including configuration and changes, whilst considering any impacts on interconnecting components (Azure AD, DNS etc) and aspects of space management, security and backups.

2. Maintain a good understanding of MS365 licensing, groups and user configuration so that WNC and partners are fully licensed at all times. Assist with licenses audits and procurement activities as required.

3. Ensure the integrity and security of the MS365 tenant at all times, collaborating with the Cyber Security team or other parties, assist with or perform security reviews, general audits and policy adherence exercises as required, resolving any issues that arise promptly.

4. Create and maintain and publish an annual roadmap for MS365 and Teams developments, evaluate and deploy any new services and features as agreed (such as major MS365 and Teams releases), ensuring a smooth managed service transition via Change Control and essential knowledge transfer to the WNC DTI support functions.

5. Work with scripting and automation tools to continuously improve and automate processes and ultimately service delivery to customers.

6. Act as the principal escalation point for the MS365 service to provide support for all issues relating to this service when they fail, liaising with in-house technical personnel and external suppliers as required, in order to restore service availability as soon as possible.

7. Produce comprehensive documentation including flowcharts, layouts, diagrams for use by DTI technical support teams as directed or requested.

8. Work with the IT Trainer to produce materials for self-learning online training by staff throughout the organisation.

9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:
(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal and communication skills demonstrating the ability to effectively communicate, consult, influence and negotiate with a wide range of people at all levels with users, suppliers and service providers.	Essential	A, I, D
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I, D
Strong technical skills in diagnosing and troubleshooting hardware, software, and network issues.	Essential	A, I, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I, D

Knowledge:	Essential / Desirable	Measured by
Demonstrable knowledge of large scale MS365 & Teams administration and configuration (5+ years) - certification level preferred.	Essential	A, I, D

	Essential	A, I, D
Demonstrable knowledge of large scale (Azure) Active Directory and Authentication administration (5+ years)	Essential	A, I, D
Excellent knowledge of MS365 security controls and Cyber Security in general	Essential	A, I, D
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I, D

Relevant experience:	Essential / Desirable	Measured by
Demonstrable experience of running IT operational projects and delivering successfully to time and budget	Essential	A, I, D
Five plus years of demonstrable knowledge of large scale (Azure) Active Directory and Authentication administration, SharePoint Administration	Essential	A, I, D
Five years plus experience of managing a MS365 Office security controls and Cyber Security environment	Essential	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Appropriate Project Management qualification (e.g. PRINCE2, Agile certification) or equivalent Professional experience	Desirable	A, I, D
Appropriate Service Management qualification or equivalent professional experience (e.g. ITIL)	Desirable	A, I, D
Certificate in Microsoft Exchange Online/Teams/ Microsoft Office 365 administration and configuration	Essential	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	**Primary work base:**	One Angel Square
Job family band:	Professional Support 8	**Worker type:**	Flexible
Salary range:	[manager to insert]	**Budget responsibility:**	[provide c. £x figure]
People management responsibility:	N/A		

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.

- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.

- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.

- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

  We want you to have balance and be happy.

West Northamptonshire Council