# Job Description

| | |
|---|---|
| **Post title:** | Microsoft 365 - Platform Owner (Productivity and Collaboration) |
| **Professional Services unit:** | IT Services |
| **Location:** | Shawcross, University of Sussex |
| **Grade:** | 8 |
| **Responsible to:** | Assistant Director, IT Operations |
| **Direct Reports:** | Software Administrator [G7] x 2<br>Software Analyst [G6] x 1 |

## Role Description

The post holder is a subject matter expert in Microsoft 365 and its role in enabling productivity and collaboration. They also have excellent experience of delivering a broad portfolio of products and services that underpin an effective productivity and collaboration platform. The post holder leads on ensuring its widespread adoption across all areas of the University. To deliver this role successfully the post holder will nurture fantastic working relationships with stakeholders both within and beyond the University.

You will serve as the voice of the customer to guide relevant teams in building new or enhanced features and capabilities with the highest business and customer impact.

Representing business needs and priorities you will manage product backlogs, and incorporate feedback from business and other stakeholders to inform continuous platform improvement.

## Principal Accountabilities

| | |
|---|---|
| 1 | Lead, manage, promote and maintain high quality, Professional Services, engendering a culture of continuous improvement. |
| 2 | Ensure the delivery of outputs of the team. |
| 3 | Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application. |
| 4 | Work in partnership with other key stakeholders to ensure seamless service. |
| 5 | Act as the voice of the customer to guide all stages of our Microsoft 365 platform development and lifecycle management any other products within the remit of the role, including user story development, sprint planning, and prioritisation of the platform backlog. |
| 6 | Maintain comprehensive understanding of the roadmaps and commercial terms |

| | |
|---|---|
| | of solutions that underpin the platform. |
| 7 | In collaboration with business stakeholders, use this knowledge and understanding to inform, create and maintain local roadmaps for ongoing development and continual improvement of the platform to deliver new value to the University. |
| 8 | Reporting on take up / use of platform capabilities. Create and maintain plans for bringing products into service, deprecation of features and training needs. |

## Key Responsibilities

| | |
|---|---|
| 1 | **Departmental Management and Leadership**<br>1.1 Provide management and leadership to motivate the department to achieve targets and objectives<br>1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department<br>1.3 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working<br>1.4 Support the development of others, providing training and coaching in area of expertise<br>1.5 Foster an ethos of continuous improvement |
| 2 | **Service Delivery**<br>2.1 Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.<br>2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.<br>2.3 Contribute the development of departmental/functional strategic planning process<br>2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.<br>2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.<br>2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area<br>2.7 Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions. |

| | |
|---|---|
| **3** | **Policy and Procedure**<br>3.1   Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.<br>3.2   Contribute to the shaping of policy decisions and improvement in area of expertise.<br>3.3   Ensure appropriate governance is in place for area of expertise. |
| **4** | **Customers and Stakeholders**<br>4.1   Proactively work with internal and external stakeholders, colleagues or students to ensure effective service delivery.<br>4.2   Initiate and develop strong working relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.<br>4.3   Persuade, influence and negotiate with customers/stakeholders as appropriate to further the objectives of the University. |
| 5 | Understand business and end-user needs; identify and prioritise features to be delivered to meet those needs. Provide advice and guidance on best solutions. Lead proof of concepts and prototypes. |
| 6 | Work with business stakeholders and ITS Business Relations colleagues to develop and document user stories. |
| 7 | Participate in sprint planning to determine the teams objectives for the upcoming sprint. |
| 8 | Prioritise and maintain the platform backlog. |
| 9 | Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives; ensure the team has a clear understanding of priorities and next steps. |
| 10 | Lead the sprint review meeting to present the output from the sprint to key stakeholders. |
| 11 | Analyse feedback from sprint reviews, and other data such as end user feedback and operational metrics, to identify and understand product needs. |
| 12 | Collaborate with the relevant teams to create acceptance criteria and definitions of failures and done. |
| 13 | Collaborate with the Testing Team on the development of feature tests, test cases, and regression tests. |
| 14 | Set expectations with business stakeholders for delivery of new capabilities, features, and functionalities. |
| 15 | Pro-actively manages suppliers and vendors to ensure their work is delivered to |

| | meet Service Level Agreements, minimising and mitigating any changes that may impact University services. |
|---|---|
| 16 | Create and manage operational use, standards and governance for products within the remit of the role. Work with others to embed these within service delivery teams and processes (e.g. Service Desk, Technical Operation, Training). |

## Indicative Performance Criteria

| 1 | Leading a team of up to 6 staff that may at any time include both permanent, fixed-term or contract staff and external vendors |
|---|---|
| 2 | Does not have any budgetary responsibility. |
| 3 | Does not have any responsibilities for equipment or premises. |
| 4 | Responsible for the achievement of targets related to the development and continual improvement of a diversity of software products and project outcomes on time and to required quality standards, including applications, components and integrations that enable and underpin critical business functions. |
| 5 | The post holder reports to the Assistant Director, IT Operations, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives. |
| 6 | Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties. |

## Person Specification

| | Essential | Desirable |
|---|---|---|
| Educated to degree level or equivalent professional experience | X | |
| Extensive and up to date knowledge and understanding of the Microsoft 365 suite of productivity and other collaboration applications and environments. | X | |
| Knowledge of Azure and Dynamics | | X |
| Experience of automating processes using O365 apps | | X |
| Good experience of a range of other products and services that underpin a productivity and collaboration platform. | | X |
| Effective management skills. | X | |
| Well-developed oral and written communication skills with the ability to present complex ideas and information in a way that can be understood by the audience. | X | |
| Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate. | X | |
| Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence others in area of expertise, effectively contributing to team working. | X | |
| Analytical skills with the ability to generate effective solutions and make effective decisions. | X | |
| Commitment to customer service excellence. | X | |
| Good experience of other productivity platforms, tools and services. | | X |
| Broad and up to date knowledge of a range of solutions and technologies commonly used to underpin or implement productivity and collaboration services within large and complex organisations. | X | |

| | Essential | Desirable |
|---|---|---|
| Ability to understand complex business problems and identify and interpret business needs. | X | |
| Good knowledge of agile development methodologies. | | X |
| Demonstrable facilitation and influencing skills to drive decision making among stakeholders with diverse perspectives and priorities. | X | |
| Strong problem solving and analytical skills. | X | |
| Knowledge of agile planning tools (e.g. JIRA, Confluence). | | X |
| Previous experience working in a platform or product owner role | X | |
| Holds certifications relevant to a platform or product owner role (e.g. Certified Scrum Product Owner, SAFe Product Owner Certification) | | X |