

## Job Description

### A: Post Details

Job Title: Digital Workplace Specialist	Grade: TBC
Department: Technology	Division: A
Reports to: Digital Workplace Manager	Contract Type: <input type="text"/>
Level of Vetting: <input type="text"/>	Numbers in Post: 3

### B: Purpose of the Post

The Digital Workplace Specialist plays a key role in delivering the Vision and Strategy of the Digital Workplace function within BTP. The role has technical responsibility for delivering formal requirements associated with End User Computing and Microsoft 365 service architecture, service design, service management and configuration management responsibilities. In addition, the role works on implementing the required Digital Workplace Strategy and contributing to its ongoing transformation to mitigate and manage the associated risks in regard to our IT assets and services, and to drive cost efficiencies, mobility and productivity. This role has accountability for ensuring the resilience of our End User Computing estate and our Microsoft 365 tenant and services which are critical to operational efficiency and underpin core technology services for BTP.

The purpose of this role is to act as the subject matter expert, providing expert advice within current and previously acquired technical specialisms and advising and guiding more junior members of the team and department. This role will lead on the implementation, development and configuration of Digital Workplace solutions and serve as a Digital Workplace subject matter expert for other departmental and organisational projects. The role supports BTP business objectives and policing strategy through the delivery and development of End User Computing technology and Microsoft 365 platforms, solutions and services.

The role involves extensive stakeholder management, collaborating with and guiding key stakeholders and cross functional teams to design and build Digital Workplace solutions. The postholder represents the Digital Workplace Team at all levels, offering advice on most appropriate solutions and working with Architects to ensure designs are fit for purpose and hold strategic value.

A subject matter expert for End User Compute, Microsoft 365 and cloud technologies, the Digital Workplace Specialist will be responsible for supporting the strategic direction of all things Digital Workplace. The postholder will also work closely with third party providers, analysing performance data and working closely with the Digital Workplace Manager to ensure services meet business needs at all times. Responsible for complex escalations whilst offering mentoring and coaching to junior colleagues in order to upskills those resources. Responsible for leading on specialist fourth line support, and the design, implementation and documentation of new services.

### C: Dimensions of the Post

#### Financial – Direct or Non-Direct

##### Direct:

- None

##### Non-Direct:

- Responsibility for the asset management and licences, vendor and supplier management for delegated services.
- Responsible for providing best value advice and recommendations to support the selection and procurement services and products.

#### Staff Responsibilities – Direct or Non-Direct

##### Direct:

- None

##### Non-Direct:

Mentoring junior members of the Digital Workplace teams and stepping in when required for management meetings or team cover.

## D: Principal Accountabilities

- **Service Strategy & Design** – Ensure the delivery and technically lead on the implementation of the product and service strategy for the Digital Workplace portfolio aligned to the associated business objectives and associated accreditation requirements. To ensure that the relevant service design and architectural requirements are implemented correctly to ensure that our platforms, processes and procedures are safe, secure and robust aligned to the associated business requirements. Responsible for implementing secure and reliable technologies and technical solutions with the primary objectives of boosting productivity, collaboration, communication, connectivity and mobility.
- **Incident and Problem Management** – Responsible for 4th line incident and problem management in relation to Digital Workplace problems, incidents and breaches. To technically lead on ensuring an appropriate and robust response to applicable incidents and problems, ensuring root cause analysis and resolution occurs.
- **Technical Subject Matter Expert** – To act and engage as the Subject Matter Expert (SME) on Digital Workplace, both within the department, wider function and overall organisation as required. As SME work closely with other specialist areas to build effective and creditable relationships to understand their Digital Workplace requirements, responsibilities and risks for example Cyber Security and Information Security. Technical responsibility for ensuring that the Force is enabled to work anywhere/anytime across our offices and to enable robust homeworking for employees aligned to the future smarter working strategy and direction.
- **Continuous Development** – Digital Workplace is fast-paced environment with rapidly changing requirements and a high level of technical skill upkeep and development is required. The post holder will be responsible for ensuring their technical skills is kept up to date and relevant, and undertaking knowledge transfer sessions with members of the Digital Workplace Team and the department. The post holder will need to take an agile approach to implementation to ensure a rapid delivery and maximum value realisation.
- **Governance** - The role is accountable to ensure that relevant industry frameworks and design principles (e.g. NEP) are adhered to, contributing towards safe, secure and reliable Digital Workplace solutions and services.
- **Communication** - Exceptional communication and collaboration skills with proven success to influence, inspire and support a diverse Tech community.
- **Business Skills** - Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement.

## E: Decision Making

- Decisions taken may be broadly guided by legal advice, as well as existing policies, the post holder is required to apply their knowledge, experience and judgment to devise pragmatic solutions to meet business and technical objectives, which facilitate progress.
- The post holder will be expected to address and resolve technical problems, and to use their relevant experience and knowledge of emerging digital workplace technologies alongside their associated technical skills to identify and recommend solutions.
- The post holder will be given a general direction from the Digital Workplace Manager; however, they are required to apply a degree of judgement and autonomy in the role, and to make appropriate recommendations to the Head of Digital Workplace as relevant.
- The post holder will face new and challenging situations where a calm and controlled approach must be applied to the associated the problem and an appropriate solution found.

## F: Contact with Others

### Internal

- Technology / Information Management / Digital Policing / Professional Standards / Cyber Crime Unit. Act as a bridge between technical teams on Digital Workplace matters. Manage stakeholders; raise any gaps in existing/new solutions and make recommendations of how to be secure by design to minimize business risk.
- Working closely with Information Management/Information Security, Professional Standards and the Cyber Crime Unit on a constant basis to build up the appropriate levels of engagement, ensuring the sharing and cross-fertilisation of relevant information and learning.
- Work closely with Technology infrastructure, networking and support teams to ensure robust solutions are effectively implemented and delivered, documented and service transitioned over to support.

### External

- Contact with counterparts within Microsoft, Home Office Forces and rail organisations as well as PDS and support delivery partners to establish peer groups within the community.
- Core IT suppliers (for development, testing and service handover and transition purposes)
- Operational stakeholders and technology vendors
- Other third-party suppliers

## G: Essential Criteria

### Qualifications and Training:

- Professionally qualified with a relevant degree/postgraduate qualification, or broad experience and proven success in a Digital Workplace development/specialist area.

Or:

- Substantial and extensive vocational experience demonstrating professional development and achievement in a series of progressively and broad work roles, backed by evidence of deep and broad subject matter knowledge across Digital Workplace area.
- Recognised M365 certifications: Microsoft 365 Security Administrator Associate, Identity and Access Administrator Associate, Information Protection Administrator Associate, Teams Voice Engineer Expert, Enterprise Administrator Expert

### Experience:

- Extensive technical third and fourth line support experience in a large organisation in relation to delivering Digital Workplace technologies/solutions.
- Expert level identity management experience with a background IAM (Identity Access Management) solutions.
- Experience of designing and documenting digital solutions to meet complex business needs.
- Extensive experience of implementing, managing and reviewing compliance to specified information management policies and processes related to securing data in Microsoft 365
- Experience of working in teams within a complex, challenging environment setting and towards SLA's and business objectives.
- Experience of delivering as part of a high performing teams, undertaking agile working practices, and contributing towards a digital delivery culture.
- Experience of supporting the delivery of projects as technical SME
- Significant experience of implementing, managing and supporting digital workplace solutions in a demanding environment.
- Strong experience of incident resolution, requests, changes and problem-solving activities delivered to agreed SLAs.
- Extensive experience of implementing, managing and/or administrating Microsoft 365.
- Experience of upskilling others in the use of digital technologies.
- Experience working with run critical national infrastructure either within the Public or Private Sector including 24x7x365 operational SLA's and criticality.
- Expert level experience of Azure, Office 365 and automation tools and the maintenance of detailed application

and tenant knowledge to provide support and configuration, as appropriate.

- Significant experience of agile methodologies to maintain a strong focus on delivery priorities and swiftly responding to changing requirements.
- Experience of project managing new digital technologies into service.

#### Skills:

- **Autonomy** - Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project objectives. Establishes milestones and can delegate when required.
- **Influence** - Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget.
  - **Communication** - Exceptional communication and collaboration skills with proven success to influence, inspire and support a diverse Tech community. **Communicates complex issues clearly and credibly with widely varied audiences. Handles difficult on-the-spot questions on behalf of the wider team (e.g. from senior management)**
- **Complexity** - Performs an extensive range and variety of complex technical activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. Contributes to the formulation of the Digital Workplace strategy. Creatively applies a wide range of technical principles.

#### Knowledge:

- Subject matter expert knowledge of the M365 platform, tenants configuration and associated services, relevant to Digital Workplace.
- Expert knowledge in MS Teams Telephony and Messaging Exchange Online (configuration and filtering)
- Expert knowledge in SharePoint Online and associated services, Power Apps development, Power Automate and the Power platform.
- Expert knowledge in Windows 10 configuration, deployment and modern management
- Expert knowledge in the M365 purview, compliance and governance, including advanced email threat protection, data protection and policy management
- Extensive knowledge of core digital workplace technologies together with an understanding of the key technology providers
- Strong knowledge of emerging technologies and their applicability to the force
- Strong evidence of maintaining subject matter knowledge and skills development.
- Experience of developing Digital Workplace solutions in a large Public Sector organisation

#### Desirable criteria:

- Knowledge of industry best-practice frameworks including ITIL, and its implementation inside a similar sized organisation.

#### H: Additional Information

- Flexible to travel across the UK as required
- Role may require regular on-site working
- Potential On-Call requirement within the role supporting the function

**For Panel to complete only:**

**Line Manager Approval:** (this is only signed off when the line manager has approved the final version)

**Panel Approval:** (this will only be signed off once the job has gone through the Job Evaluation Panel)

**Date:**

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

**OFFICIAL**

You will be advised of a panel date following receipt of the submission