

## Job Description

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| <b>Job Details:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                       |
| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | MS365 Adoption and Solutions Lead     |
| <b>Grade:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Croner – IT – Rank 4                  |
| <b>Department:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Digital                               |
| <b>Directorate:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | FIBR                                  |
| <b>Reporting to:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Digital Portfolio and Service Manager |
| <b>Responsible for:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Volunteer Transformation Analyst      |
| <p><b>Job Summary / Main Purpose:</b></p> <ul style="list-style-type: none"> <li>• Play a key role in enabling Dorothy House to maximise the value of its Microsoft 365 investment through education, engagement and innovation.</li> <li>• Lead the development of digital skills across the organisation, empowering staff and volunteers to confidently adopt and utilise Microsoft 365 technologies including Teams, SharePoint, OneDrive, Forms, Power Platform and Copilot.</li> <li>• Act as an internal Microsoft 365 solutions specialist, working with teams across the organisation to identify opportunities for improvement and develop practical digital solutions that streamline processes, reduce administrative burden and improve user experience.</li> <li>• Through the management and development of a Digital Champions Network, foster a culture of digital curiosity, continuous improvement and innovation, helping staff embrace new ways of working and supporting the successful delivery of the organisation's digital strategy</li> </ul>                                                                                                                                                                                                                                                |                                       |
| <p><b>Principal Duties and Responsibilities</b></p> <p><b>Microsoft 365 Training and Development</b></p> <ul style="list-style-type: none"> <li>• Design, develop and deliver an organisation-wide Microsoft 365 learning and adoption programme</li> <li>• Create engaging training resources, including workshops, e-learning content, guides, videos and bite-sized learning materials, utilising existing external and internal content</li> <li>• Deliver training to staff and volunteers with varying levels of digital confidence and experience.</li> <li>• Lead the development of digital literacy and confidence across the workforce.</li> <li>• Ensure Microsoft 365 training remains current and aligned with product developments and organisational priorities.</li> <li>• Support onboarding and induction programmes with appropriate digital skills training.</li> </ul> <p><b>Digital Champions Programme</b></p> <ul style="list-style-type: none"> <li>• Recruit, develop and support a network of Digital Champions across the organisation with support from the wider Digital team.</li> <li>• Facilitate regular champion meetings, communities of practice and knowledge-sharing forums.</li> <li>• Equip champions with training, resources and tools to support local adoption</li> </ul> |                                       |

activities.

- Use champion feedback to identify opportunities, challenges and emerging user needs.
- Build strong relationships with operational and clinical teams to encourage engagement with digital initiatives.
- Recognise and celebrate digital success stories and innovation.

#### **Microsoft 365 Solutions Development**

- Work with departments to identify opportunities to improve efficiency, collaboration and service delivery through Microsoft 365.
- Work with Transformation Business Partners to gather and analyse business requirements from stakeholders and recommend and design appropriate Microsoft 365-based solutions.
- Develop low-code and no-code solutions using tools such as:
  - SharePoint Online
  - Microsoft Lists
  - Microsoft Forms
  - Power Automate
  - Power Apps
  - Microsoft Teams
  - Microsoft Copilot
- Develop solution documentation, training materials and support guidance.
- Promote best practice design standards and governance for Microsoft 365 solutions.

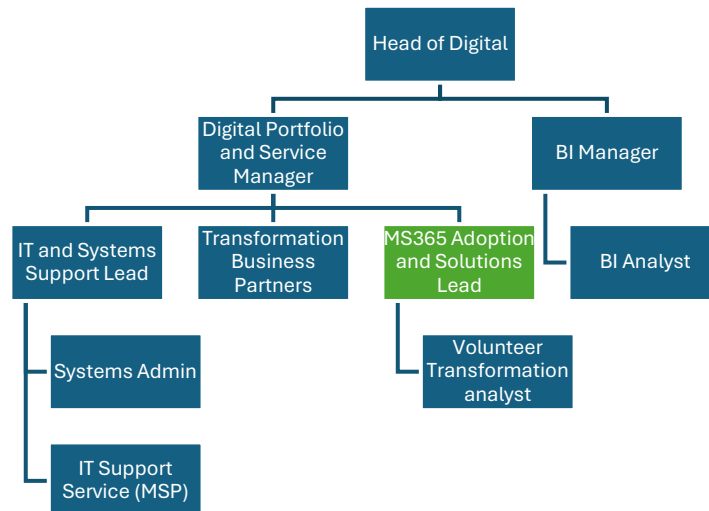
#### **Governance, Innovation and Continuous Improvement**

- Evaluate new Microsoft features and identify opportunities to create organisational benefit.
- Monitor and measure digital adoption, utilisation and training effectiveness.
- Use data and feedback to continuously improve digital services and training programmes.
- Ensure all solutions comply with organisational governance, information security and data protection requirements.
- Keep up to date with Microsoft 365 developments and emerging technologies.
- Support the development of standards, templates and best practice guidance.
- Contribute to the Digital Strategy, organisational change initiatives and digital transformation programmes.
- Promote innovative use of technology to enhance patient care, operational efficiency and staff experience.

#### **General Responsibilities**

- Provide effective Volunteer management for Digital Volunteer effort on projects
- Maintain effective relationships with colleagues, volunteers, partners and suppliers.
- Act as an ambassador for digital transformation across the organisation.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

### Structure Chart



### Contacts

- Internal and external stakeholders
- External suppliers
- Partnership organisations

### Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

### Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose **“to empower, collaborate and deliver so that no one faces death alone”**.

As part of our Manager Role Profile, this role is identified as a **“Team Leader”**. This means that you will commit to:

#### *Lead Me Well:*

- Set clear agreements and make sure people understand what’s expected of them.
- Follow through on what you say you’ll do.
- Tend to difficulties early - don’t escalate issues that are yours to hold.

#### *Support My Development and Wellbeing:*

- Check in regularly on how people are doing - not just tasks.
- Spot strengths and offer opportunities to grow.
- Notice stress early and take action.

#### *Listen to Me and Keep Me Informed:*

- Keep to regular check-ins - don't cancel without good reason.
- Keep your team in the loop.
- Listen without distraction and respond clearly.

### **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients homes.

### **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

### **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

### **Person Specification**

| <b>Criteria</b>                                                                                                              | <b>Essential</b> | <b>Desirable</b> |
|------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Educated to degree level or equivalent experience in Digital, IT, Learning & Development, Education or a related discipline. | X                |                  |
| Demonstrable experience of delivering digital skills training and learning programmes through a variety of interventions     | X                |                  |
| Experience of developing business solutions using Microsoft 365 and low-code technologies.                                   | X                |                  |
| Experience of supporting organisational change and technology adoption initiatives.                                          | X                |                  |
| Ability to explain technical concepts in a simple and engaging way.                                                          | X                |                  |
| Strong knowledge of Microsoft 365, including Teams, SharePoint, OneDrive and Outlook.                                        | X                |                  |
| Evidence of ongoing professional development relating to Microsoft 365 technologies.                                         |                  | X                |

|                                                                                                          |  |   |
|----------------------------------------------------------------------------------------------------------|--|---|
| Understanding and experience of Power Platform technologies, particularly Power Automate and Power Apps. |  | X |
| Understanding and experience with Microsoft Copilot adoption and development                             |  | X |
| Experience of digital champion or super-user networks.                                                   |  | X |