

## Job Description

<b>Job Title</b>	M365 Digital Adoption Professional
<b>Directorate</b>	Strategy and Change
<b>Service Area</b>	ICT
<b>Grade</b>	6
<b>Competency Level</b>	1
<b>Salary</b>	£35,412 - £39,862
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building.
<b>Disclosure and barring service (DBS)</b>	not required
<b>Job Evaluation Ref No</b>	

## Job Purpose

The M365 Digital Adoption Professional plays a crucial role in ensuring effective adoption and utilisation of Microsoft 365 (M365) tools. Their primary focus is to enhance user productivity, improve the digital workplace experience, and maximize the return on software investments. This position involves collaborating with various stakeholders to drive and grow successful M365 adoption.

### **Directly Responsible For:**

N/A

### **Directly Responsible To:**

Senior Business Analyst

### **Main Areas of Responsibility:**

- Facilitate smooth onboarding of new M365 users by providing training and support during the initial adoption phase
- Create and deliver engaging training content to help users understand M365 features and functionalities
- Develop and conduct training sessions for existing employees to enhance their M365 skills
- Customise training materials based on user roles and requirements
- Address user queries related to M365 applications, troubleshoot issues, and provide timely solutions
- Collaborate with IT teams to resolve technical challenges
- Ensure a positive user experience by actively listening to user feedback and addressing concerns promptly
- Continuously improve M365 adoption processes based on user insights

### **Supervision and Management Responsibility:**

- no supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- Prolonged access to computers and sitting for long periods of time

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Significant relevant experience in managing digital adoption initiatives, preferably within a corporate or higher education environment (A I)

### Desirable

- Proven track record of leading and developing teams to deliver effective services in complex settings

## Experience

### Essential

- Proven experience in developing solutions using Microsoft 365 technologies (A I)
- Commitment to maintaining security, compliance, and governance standards in M365 development activities (A I)

### Desirable

- Ability to translate business requirements into technical solutions leveraging M365 capabilities



- Excellent problem-solving skills and attention to detail
- Effective communication skills with the ability to collaborate across teams and articulate technical concepts to non-technical stakeholder
- Self-motivated with the ability to work independently and in a team-oriented environment
- Adaptability and willingness to learn new technologies and frameworks

## Skills/Abilities

### Essential

- High-level understanding of M365 tools and services (A I)
- Ability to devise and deliver training programs, including creating training documentation (A I)
- Understanding of the benefits of digital adoption during service transition (A I)
- Collaborative mindset with a willingness to share knowledge and support team members (A I)
- Customer-focused approach with a commitment to delivering solutions that meet or exceed user expectations (A I)

### Desirable

- Familiarity with digital adoption principles and strategies
- Problem-solving: Strong analytical and problem-solving skills with a focus on finding creative solutions
- Comfortable drafting correspondence, reports, and briefing notes for various audiences
- Team Player: Collaborative mindset with a willingness to work closely with diverse teams and stakeholders to achieve common goals

## Commitment

### Essential

- Integrity and professionalism, with a commitment to upholding ethical standards and fostering a culture of trust and respect (A I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Proactive attitude with an understanding that a flexible approach may be required to ensure business needs are met (A)
- To provide office cover as required (A I)

### Desirable

- Commitment to creating an attendance culture in line with the City Council's stated policy on attendance
- Commitment to providing a service that is considerate to all users