West Yorkshire Fire & Rescue Service

Job Description.

**Post Title: Microsoft 365 (M365) Administrator.**

**Grade: 6.**

**Responsible To: Digital Collaboration Tools Manager.**

**Purpose Of Post: To play a crucial role in configuring, managing, and optimising the Microsoft 365 suite, with a particular emphasis on SharePoint administration. Responsibilities extend to leveraging Power Platform tools, such as Power Automate and basic Power App building, to enhance automation and streamline business processes. The role involves collaborating closely with IT teams, stakeholders, and end-users, to implement and support M365 and SharePoint solutions, integrating Power Platform capabilities aligned with the organisation's strategic objectives.**

# Organisational chart.

# Main duties and responsibilities of the role.

1. **M365 Configuration and Management (SFIA Code: TECM) - Level 4:**
* Apply advanced procedures to configure and manage Microsoft 365 applications, including SharePoint, ensuring optimal functionality.
* Enable teams to leverage M365 and Power Platform capabilities for enhanced productivity and collaboration.
1. **User Support and Training (SFIA Code: ITSP) - Level 3:**
* Provide proficient user support for M365 applications, including SharePoint, addressing technical issues and ensuring seamless user experiences.
* Conduct training sessions, including Power Platform tools, to enhance end-users' proficiency.
1. **Collaboration and Communication (SFIA Code: CLIM) - Level 4:**
* Enable and support the effective use of Teams, SharePoint, and other collaboration tools within M365.
* Ensure seamless integration of M365 applications, including Power Platform, with other communication systems and platforms.
1. **Identity and Access Management (SFIA Code: ISCO) - Level 4:**
* Manage complex identity and access management solutions within M365.
* Lead efforts to enforce security measures for user authentication, authorisation, and access control.
1. **Automation and Scripting (SFIA Code: TECH) - Level 3-4:**
* Apply and potentially enable the use of PowerShell and scripting tools for M365 automation and optimisation.
* Leverage Power Automate for workflow automation and process improvement.
1. **Power Platform Expertise (SFIA Code: TECH) - Level 3:**
* Build basic Power Apps to streamline and enhance business processes.
* Integrate Power Automate into M365 and SharePoint workflows for seamless automation.
1. **SharePoint Administration (SFIA Code: TECM) - Level 4:**
* Perform advanced configuration and management of SharePoint Online, ensuring optimal performance and collaboration.
* Enable effective document management and collaboration through SharePoint.
1. **Data Migration and Management (SFIA Code: DATM) - Level 3-4:**
* Apply standard procedures to plan and execute data migration projects between on-premises systems and M365, including SharePoint.
* Enable effective data management strategies, including Power Platform integration.
1. **Monitoring and Reporting (SFIA Code: MONI) - Level 3-4:**
* Apply procedures to monitor the performance and health of M365 services, including SharePoint, addressing issues proactively.
* Enable others to understand and utilise regular reports on system usage, compliance, and security metrics.

# Organisational wide responsibilities.

1. Adherence to the[**NFCC Core Code of Ethics**](https://nfcc.org.uk/our-services/people-programme/core-code-of-ethics/%20Services%20England.pdf)and[**West Yorkshire Fire Service Values**](https://www.westyorksfire.gov.uk/sites/default/files/2023-03/WYFRS%20Core%20Values%20June22.pdf).

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1. To implement and promote the Authority’s:
* Health and Safety policies.
* Equality and Diversity policies.
* Information Security Management System policies.
* Safeguarding policies.
* Business continuity policy and contingency arrangements.
* Policies related to General Data Protection Regulation and Data Protection Act 2018.
* Commitment to maintaining our Customer Service expectations.
1. A satisfactory Standard Disclosure and Barring check is required for the role.
2. This post has been designated a hybrid working post which means the postholder’s working time will be split between the workplace and home. The actual pattern and number of days at each will be agreed locally with the line manager and will be determined based on the service needs.

# Skills and experience requirements for this role

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e. items you must be able to do from day one to be able to do the job), **identified as ‘Application’ in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as ‘Application’, will be shortlisted, i.e. criteria you need to do the job, but which could be learnt during training.

**Please list or number the** competency criteria below against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

|  | **Experience.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Proven experience in M365 and SharePoint administration and deployment with a focus on Power Platform. | Essential. | Application & Selection Process. |
|  | Technical expertise in Microsoft 365 applications, SharePoint, and Power Platform tools.  | Essential. | Application & Selection Process. |
|  | Proactive attitude with a focus on continuous improvement. | Essential. | Selection Process. |

|  | **Education and Training.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | SharePoint certification (e.g. Microsoft Certified: SharePoint Associate) or equivalent experience. | Essential. | Application & Selection Process. |
|  | Power Platform certification (e.g. Microsoft Certified: Power Platform Fundamentals). | Desirable. | Application & Selection Process. |
|  | Microsoft Power Platform App Maker (PL-100) | Desirable. | Application & Selection Process. |

|  | **Special knowledge and skills.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Excellent problem-solving and analytical skills. | Essential. | Application & Selection Process. |
|  | Effective communication and collaboration abilities. | Essential. | Application & Selection Process. |
|  | Strong collaboration and teamwork capabilities. | Essential. | Application & Selection Process. |
|  | Demonstrate commitment to good data quality within all areas of work. | Essential. | Selection Process only. |
|  | Demonstrate commitment to and understanding of Equality & Diversity, NFCC Core Code of Ethics and WYFRS values.  | Essential. | Selection Process only. |

Job Description last updated: **April 2025.**