Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: M365 Product Owner

Department/Division: Data and Technology Services (DTS)
Accountable to: Director of Solutions and Partnering

Job Summary

The M365 Product Owner will be responsible for the product ownership and strategic direction of all M365 products.

Key tasks will include:

- Utilising insight from the suite of Analytics and other tools to develop, implement and improve capability and user journeys that help achieve strategic objectives using Microsoft products.
- Building a pull for the service and driving real improvements and benefits from using the platform (evangelising).
- Aligning M365 products with the overall DTS Strategy, Enterprise Architecture and goals.
- Identifying users, creating and maintaining user stories, and developing and prioritising functional requirements for new or revised features or enhancements.
- Creating, maintaining, and publicising the M365 Roadmap to assist in communication and management of products.

Duties and Responsibilities

General

- Owning the M365 product suite and driving for adoption and exploitation to the benefit of LSE.
- Creating clear services for teams across LSE and in particular our business led tech teams to properly exploit the M365 platform. Ensuring those services are future facing, professional and consider the service wrap.
- Driving forward major projects and ensuring policies are developed that support our ambitions, for example, setting out the design principles for management information using SharePoint and OneDrive.

Communication

- Creating a network of Office 365 champions including keen developers on the platform.
- Creating guard rails and policies for exploiting the platform and ensure users of the platform can work within those guard rails.
- Communicating the status, vision and roadmap of M365 services clearly and succinctly to all levels within the organisation. .
- Communicating and liaising with external suppliers and sector partners.

Teamwork and Motivation

- Driving for user acceptance adoption and exploitation of the M365 platform, working with others to champion the use of the environment.

Liaising and Networking
- Acting as a strong advocate of digital literacy and change and leading by example
- Building and maintaining effective working relationships with colleagues in DTS, other ICT managers and other departments for the mutual exchange of information, the planning and delivery of solutions and projects, and for the resolution of problems.
- Providing input on key decisions on priorities and design and working to ensure that all stakeholders are aligned.

Service Delivery

- Understanding both the engineering and business side of M365 and taking responsibility for representing the end-user's needs.

- Providing documentation including operating procedures, policies and processes for M365.

Investigation, Analysis and Research
- Maintaining a thorough understanding of the M365 suite of applications and their capabilities as well as staying abreast of product evolution
- Monitoring Microsoft daily updates on O365, assessing the effect/impact of the service and providing communications to key stakeholders

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.