



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title: M365 Specialist**

**Department/Division: DTS**

**Accountable to: M365 Product Owner**

| Competency               | Criteria  | E/D |
|--------------------------|---|-----|
| Knowledge and Experience | Microsoft certifications or equivalent.   | E   |
|                          | Extensive experience in the analysis, design, development, testing and implementation of enterprise scale applications and solutions                  | E   |
|                          | Experience developing new PowerApps model and canvas driven apps as well as enhancing existing apps, including the use of Dataverse as a data source. | E   |
|                          | Extensive experience in the Microsoft Power Platform development, e.g. PowerApps, Power Automate, PowerBI and SharePoint.                             | E   |
|                          | Understanding of PowerApps formulas and development methods.  | E   |
|                          | Experience of automating business processes with Microsoft Power Automate and AI tools.   | E   |
|                          | Ability to create custom connectors for Microsoft Power Platform.   | E   |
|                          | Experience with API or Rest services integrations.  | E   |
|                          | Experience of Microsoft enterprise cloud technologies such as Office 365 and Microsoft Azure.   | E   |
|                          | Experience of Providing Power BI reports and dashboards development and support.  | E   |
|                          | Experience of developing Azure logic apps and Azure functions.  | D   |
|                          | Good working knowledge of creating SQL Server database tables and stored procedures.  | D   |



|   |  |   |
|---|--|---|
|   | <p>Good working knowledge of .Net, C#, ASP.Net MVC, Entity Framework, Typescript, JavaScript, HTML and CSS.</p> <p>Experience developing modern applications with SharePoint Online.</p> <p>Experience using Azure DevOps for project lifecycle management (User Stories, Tasks, build and deployment Pipelines).</p> <p>Experience working with waterfall and agile projects delivery methodologies.</p> <p>Knowledge and experience of DevOps processes</p>  | <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>                            |
| <b>Communication</b>                        | <p>Demonstrable ability to communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.</p> <p>Experience of taking a proactive approach to liaising with colleagues across the organisation.</p> <p>Experience of delivering clear and consistent communication with team and colleagues.</p> <p>Confidently handle challenging conversations or situations and can support others in the process.</p> <p>Listen to, understand, respect and accept the value of different views, ideas and ways of working.</p> <p>Excellent communication skills with a good command of the English language both orally and in writing.</p> <p>Excellent face to face and telephone manner and able to support and empathise with users of the services.</p> <p>Act in a fair and respectful way in dealing with others including active listening to people's concerns and issues.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| <b>Teamwork, Motivation and Development</b> | <p>Role model enthusiasm and energy about their work and encourage others to do the same.</p> <p>High degree of enthusiasm for delivering the work of the department.</p> <p>Understands purpose of role and how that contributes to the work of the team.</p>   | <p>E</p> <p>E</p> <p>E</p>  |



|                                       |   |   |
|---------------------------------------|---|---|
|                                       | Calm under pressure and able to ask for support when needed.<br>Open to taking on new roles and is enthusiastic about the role. | E |
| <b>Liaison and networking</b>         | Experience of facilitating feedback sessions from groups of customers to understand concerns and issues.                        | E |
|                                       | Experience of sharing knowledge and experience with others openly and effectively.  | E |
|                                       | Get to know colleagues across the division and understand how the team operates.  | E |
| <b>Service Delivery</b>               | Demonstrable customer focused attitude.   | E |
|                                       | Experience of working with best-practice Change and Release Management processes.   | E |
|                                       | Knowledge of service level definitions and evidence of effective monitoring of service standards.                               | E |
| <b>Planning and Organising</b>        | Able to plan own work and deliver effective, agreed outcomes at pace.   | E |
|                                       | Follows processes efficiently.  | E |
|                                       | Can identify process improvement and articulate benefits of improvement.  | E |
| <b>Initiative and Problem Solving</b> | Ability to operate independently and resolve unexpected situations.   | E |
|                                       | Ability to identify where improvements to process can be made.  | E |
|                                       | Seeks understand where process is mandatory and where opportunities to vary exist.  | E |
|                                       | Seek help when needed to complete own work effectively.   | E |
|                                       | Can gather information independently.   | E |

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**