



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 Product Owner

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

Competency	Criteria	E/D
Knowledge and Experience	Demonstrable in-depth knowledge of systems and software that supports the management of relevant Microsoft systems for the organisation.	E
	Demonstrable product ownership experience.	D
	Strong working knowledge of M365.	E
	Excellent ability to effectively prioritise and multi-task in a high-volume workload situation.	E
	Demonstrable experience in developing requirements and performing system analysis.	E
	An ability to build and maintain strong working relationships across the organisation to help secure buy-in and support for your product vision and priorities.	E
	Be skilled in initiating and presenting a robust testing plan for continued optimisation of key functionality.	E
	A good working knowledge of GDPR principles to provide governance and standards and minimise legal and reputational risk to the organisation.	D
	Experienced with Microsoft Power platform including reporting using Power BI or similar tools.	E
Communication	Demonstrable ability to communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.	E
	Experience of taking a proactive approach to liaising with	E



	<p>colleagues across an 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>Good interpersonal and communications skills which create a draw for the services of the team.</p> <p>Ability to communicate complex ideas and technical issues to a range of different non-technical audiences.</p> <p>Experience of communicating with internal colleagues, 3rd party suppliers and external bodies.</p> <p>Strong facilitation and chairing skills.</p> <p>Strong verbal and written communication skills with the ability to interface effectively across all levels of the organisation.</p>	<p>E</p>
<p>Teamwork, Motivation and Development</p>	<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>Calm under pressure and able to ask for support when needed.</p> <p>Open to taking on new roles and is enthusiastic about the role.</p> <p>Experience of leading a team.</p> <p>Experience of managing a budget including forecasting and</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>



	<p>estimating. Be an active participant in a self-managing, Agile team.</p> <p>Liaise with users and their colleagues, other staff within Data and Technology and other IT providers, LSE Departments and external organisations as appropriate.</p> <p>Lead on projects to develop new technical solutions for the School.</p> <p>Ability to negotiate and collaborate effectively with senior stakeholders.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Liaison and networking	<p>Experience of facilitating feedback sessions from groups of customers to understand concerns and issues.</p> <p>Experience of sharing knowledge and experience with others openly and effectively.</p> <p>Get to know colleagues across the division and understand how the team operates.</p>	<p>D</p> <p>E</p> <p>E</p>
Service Delivery	<p>Demonstrable customer focused attitude.</p> <p>Experience of working with best-practice Change and Release Management processes.</p> <p>Knowledge of service level definitions and evidence of effective monitoring of service standards.</p> <p>Demonstrate experience of supporting the adoption and change of new tools and services.</p> <p>Demonstrable experience of Agile service management experience in running feature teams with Kanban, SCRUM or other Agile methodology.</p> <p>Experience in best practices for iterative service release and communications.</p>	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p>
Planning and Organising	<p>Able to plan own work and deliver effective, agreed outcomes at pace.</p> <p>Follows processes efficiently.</p> <p>Can identify process improvement and articulate benefits of improvement.</p>	<p>E</p> <p>E</p> <p>E</p>



Initiative and Problem Solving	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
	Experienced in identifying and resolving thematic issues and looks a data for insight and metrics to improve performance of the whole Division.	D

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

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