

Job Description

A Post Details:

Job Title: Digital Workplace Specialist	Grade: B004
Department: Technology	Division: A
Reports to: Digital Workplace Manager	Contract Type: Permanent
Level of Vetting: Security Check	Numbers in Post: 3
Welsh language required: No	

B Purpose of the Post:

Digital Workplace provides advisory consultancy to the organisation that aligns with enterprise and solution architecture principles and enables technology solutions with the objectives of enabling productivity, collaboration, communication, connectivity, mobility and automation. As a forward-facing, development-focused team, Digital Workplace designs and delivers technologies and technical solutions which are then transitioned over to support/service management teams. Digital Workplace consists of three teams, End User Computing, Digital Productivity Platforms and Digital Productivity Solutions.

The Digital Workplace Specialist plays a key role in the technical delivery of the Vision and Strategy of the Digital Workplace function within BTP. The role has technical responsibility for delivering the formal requirements associated with End User Computing and Microsoft 365 design and configuration management responsibilities. In addition, the role works on implementing the required Digital Workplace Strategy and contributing to its ongoing transformation to mitigate and manage the associated risks in regard to our IT assets and services, and to drive cost efficiencies, mobility and productivity. This role has accountability for ensuring the resilience of our End User Computing estate and our Microsoft 365 tenant and services which are critical to operational efficiency and underpin core technology services for BTP.

Utilising their specialist skills and knowledge, the role will act as the subject matter expert, providing expert advice within current and previously acquired technical specialisms and advising and guiding more junior members of the team and department. This role will lead on the implementation, development and configuration of Digital Workplace solutions and services and serve as a Digital Workplace subject matter expert for other departmental and organisational projects. The role supports BTP business objectives and policing strategy through the delivery and build of End User Computing, Microsoft 365 and Digital Workplace platforms, solutions and services. This role also holds responsibility for testing as required.

The post holder represents the Digital Workplace Team at all levels, offering advice on most appropriate solutions and working closely with Architects to ensure designs are fit for purpose, best practice, hold strategic value and are implemented correctly and securely. The post holder will also work closely with third party providers, analysing performance data and working closely with the Digital Workplace Manager to ensure services meet business needs at all times.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct:

- None

Non-Direct:

- Responsibility for the asset management and licences, vendor and supplier management for delegated services.
- Responsible for providing best value advice and recommendations to support the selection and

procurement services and products.

Staff Responsibilities – Direct or Non-Direct

Direct:

- None

Non-Direct:

- Technical Mentoring of junior members of the Digital Workplace teams and stepping in when required for management meetings or team cover.
- Supervising the work of 3rd party specialists assigned to particular support contracts or projects

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: Normal High

Strategy and architecture									
Strategy and planning	0	1	2	3	4	5	6	7	
Enterprise and business architecture						<input type="checkbox"/>			
Solution architecture						<input type="checkbox"/>			
Innovation						<input type="checkbox"/>			
Emerging technology monitoring						<input type="checkbox"/>			
Security and privacy									
Information security	0	1	2	3	4	5	6	7	
Information security						<input type="checkbox"/>			
Advice and guidance									
Consultancy	0	1	2	3	4	5	6	7	
Consultancy						<input type="checkbox"/>			
Specialist advice						<input type="checkbox"/>			

Strategy and architecture

Strategy and planning

Enterprise and business architecture - 5: Ensure, advise

- Develops models and plans to drive the execution of the business strategy, taking advantage of opportunities to improve business performance.
- Contributes to creating and reviewing a systems capability strategy which meets the business's strategic requirements.
- Determines requirements and specifies effective business processes, through improvements in technology, information or data practices, organisation, roles, procedures and equipment.

Solution architecture - 5: Ensure, advise

- Leads the development of solution architectures in specific business, infrastructure or functional areas.
- Leads the preparation of technical plans and ensures that appropriate technical resources are made available.
- Ensures that appropriate tools and methods are available, understood and employed in architecture development.
- Provides technical guidance and governance on solution development and integration.
- Evaluates requests for changes and deviations from specifications and recommends actions.
- Ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

Innovation - 5: Ensure, advise

- Manages the innovation pipeline and executes innovation processes.
- Develops and adapts innovation tools, processes and infrastructures to drive the process of innovation.
- Identifies resources and capabilities needed to support innovation.
- Encourages and motivates innovation communities, teams and individuals to share creative ideas and learn from failures.
- Manages and facilitates the communication and open flow of creative ideas between interested parties and the set-up of innovation networks and communities.

Emerging technology monitoring - 5: Ensure, advise

- Monitors the external environment to gather intelligence on emerging technologies.
- Assesses and documents the impacts, threats and opportunities to the organisation.
- Creates reports and technology roadmaps and shares knowledge and insights with others.

Security and privacy

Information security - 5: Ensure, advise

- Provides advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards.
- Contributes to development of information security policy, standards and guidelines.
- Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems.
- Investigates major breaches of security, and recommends appropriate control improvements.
- Develops new architectures that mitigate the risks posed by new technologies and business practices.

Advice and guidance

Consultancy - 5: Ensure, advise

- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.
- Identifies, evaluates and recommends options.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
- Seeks to fully address client needs and implements solutions if required.
- Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

Specialist advice - 5: Ensure, advise

- Provides definitive and expert advice in their specialist area.
- Actively maintains recognised expert level knowledge in one or more identifiable specialisms.
- Oversees the provision of specialist advice by others.
- Consolidates expertise from multiple sources, including third-party experts, to provide coherent advice to further organisational objectives.
- Supports and promotes the development and sharing of specialist knowledge within the organisation.

E Decision Making:

Level 5 - By making decisions which impact the success of key components of assigned work including results, deadlines & budgets, this level of decision making will pro-actively support delivery of projects/workstreams that have a significant impact on achieving wider organisational objectives.

F Contact with Others:

Internal

- All departments and functions across the organisation, providing advisory consultancy on all areas within Digital Workplace
- Technology / Information Management / Digital Policing / Professional Standards / Cyber Crime Unit. Act as a bridge between technical teams on Digital Workplace matters. Manage stakeholders; raise any gaps in existing/new solutions and make recommendations of how to be secure by design to minimize business risk.
- Working closely with Information Management/Information Security, Professional Standards and the Cyber Crime Unit on a constant basis to build up the appropriate levels of engagement, ensuring the sharing and cross-fertilisation of relevant information and learning.
- Work closely with Technology infrastructure, networking and support teams to ensure robust solutions are effectively implemented and delivered, documented and service transitioned over to support.

External

- Contact with counterparts within Home Office Forces and rail organisations as well as PDS and support delivery partners to establish peer groups within the community and industry.
- Core IT suppliers (for roadmap development, product development, troubleshooting, testing and service handover and transition purposes)
- Operational stakeholders and technology vendors
- Other third-party suppliers for the evaluation of new solutions and emerging technologies.

G Essential Criteria:

Qualifications and Training:

- Educated to degree level in a specific IT or engineering discipline or equivalent experience
- Microsoft 365 Security Administrator Associate, Identity and Access Administrator Associate, Information Protection Administrator Associate, Teams Voice Engineer Expert, Enterprise Admin Expert
- Recognised M365 certifications
- Significant vocational experience demonstrating professional development and achievement in a series of progressively and broad work roles, backed by an understanding of Digital Workplace solution

Experience:

- Expert level experience of Azure, Microsoft 365 and automation tools and the maintenance of detailed application and tenant knowledge to provide support and configuration, as appropriate.
- Expert experience of supporting the delivery of projects as technical SME
- Expert experience of implementing, managing and reviewing compliance to specified information management policies and processes related to securing data in Microsoft 365.
- Expert experience of implementing, managing and/or administrating Microsoft 365.
- Expert level identity management experience in IAM (Identity Access Management) solutions.
- Expert experience of implementing, managing and supporting digital workplace solutions in a demanding environment.
- Expert technical third/fourth line support experience in a large organisation in relation to delivering Digital Workplace technologies/solutions.
- Expert experience in Advisory Consultancy, with the ability to provide expert advice on digital workplace technologies and best practices, translating the business requirements into solution designs, adhering to Enterprise Architecture principles.
- Extensive experience of designing and documenting digital solutions to meet complex business needs.
- Extensive experience of delivering as part of a high performing teams, undertaking agile working practices, and contributing towards a digital delivery culture.
- Significant experience of agile methodologies to maintain a strong focus on delivery priorities and swiftly responding to changing requirements.
- Significant experience of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.
- Significant experience of ITSM platform development and workflow automation.
- Significant experience of PowerShell scripting: editing and creating PowerShell scripts for the purposes of tasking, automation, system troubleshooting, administration, maintenance and integration.
- Significant experience of upskilling others in the use of digital technologies.
- Strong experience of incident resolution, requests, changes and problem-solving activities delivered to agreed SLAs.
- Strong Experience/knowledge of emergent AI capabilities within the Digital Workplace remit.
- Strong experience of delivering online and offline digital media and content delivery solutions and services.
- Strong experience of working in teams within a complex, challenging environment setting and towards SLA's and business objectives.
- Experience working with run critical national infrastructure either within the Public or Private Sector including 24x7x365 operational SLA's and criticality.

Business and Technical Skills:

BTP Skills Framework

Business

Communication - Expert: Extensive experience and diverse application

- Inspires trust and openness by being reliable, discreet and respecting confidentiality.
- Adapts influencing tactics to the motives and style of others (e.g. logical appeal, emotional appeal, etc.).

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- Identifies and directs gathering the most critical information to inform development of opinions and insights.
- Delivers written and oral communications that engages audience participants and has impact.
- Analyses others' perspectives and needs and develops influence strategies and communications that create mutual benefits.
- Presents complex and difficult messages skilfully, using a variety of media and methods.
- Advises on team members' writing and speaking skills.

Influencing Others - Expert: Extensive experience and diverse application

- Evaluates and focuses on business opportunities likely to be of considerable strategic or long-term value.
- Adapts communication messages, methods and influence strategies to the person or audience.
- Adapts influencing tactics to the motives and style of others (logical appeal, emotional appeal, etc.).
- Utilises positive or negative influence strategies appropriately to garner support for key initiatives.
- Expands reach of influence by motivating others to focus on shared goals and a common purpose.
- Uses knowledge of personalities and team dynamics to effectively solve problems and facilitate decision making.

Problem Solving - Expert: Extensive experience and diverse application

- Advises on root cause analysis principles to resolve key problems.
- Coaches team members in problem solving methods and practices.
- Transforms problems into opportunities for organisational learning.
- Establishes and leads teams to solve complex problems.
- Collaborates across groups to maximise effectiveness of problem solving approaches.

Technical Specialisms

Not applicable.

Knowledge:

- Expert/Subject matter expert knowledge of the M365 platform, tenants configuration and associated services, relevant to Digital Workplace.
- Expert knowledge in MS Teams Telephony and Messaging Exchange Online (configuration and filtering)
- Expert knowledge in SharePoint Online and associated services, Power Apps development, Power Automate and the Power platform.
- Expert knowledge in Windows 10 configuration, deployment and modern management
- Expert knowledge in the M365 purview, compliance and governance, including advanced email threat protection, data protection and policy management.
- Extensive knowledge of core digital workplace technologies together with an understanding of the key technology providers.
- Extensive knowledge of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.
- Significant knowledge of developing Digital Workplace solutions in a large Public Sector organisation.
- Significant knowledge of PowerShell scripting: editing and creating PowerShell scripts for the purposes of tasking, automation, system troubleshooting, administration, maintenance and integration.

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- Significant knowledge of emerging technologies and their applicability to the force.
- Significant knowledge of industry best-practice frameworks including ITIL, and its implementation inside a similar sized organisation.
- Strong evidence of maintaining subject matter knowledge and skills development.

Desirable Criteria:

- Experience of project managing new digital technologies into service.
- Experience of developing Digital Workplace solutions in a large geographically dispersed Public Sector organisation.

H Additional Information:

- Flexible to travel across the UK as required
- Role may require regular on-site working
- Potential On-Call requirement within the role supporting the function

For Panel to complete only:

Line Manager Approval: Jack Bourne

Panel Approval: BTP Reward Team

Date: 2024-01-17

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to People & Culture Policy & Reward inbox.
PolicyandReward@btp.police.uk

You will be advised of a panel date following receipt of the submission.