

JOB DETAILS FORM

JOB OUTLINE	
JOB TITLE: M365 Development Officer	JET CODE: 8097
DIVISION: Resources & Economy	
SERVICE/BUSINESS UNIT: Corporate Support – IT Services	
REPORTING TO: Team Manager- Business Services	
RESPONSIBLE FOR: N/A	
JOB PURPOSE: To design, develop, implement and support Microsoft 365 solutions that improve service delivery, streamline business processes and enhance collaboration across East Lothian Council. You will develop and maintain applications, workflows, reporting solutions and integrations using the Microsoft 365 platform, including SharePoint Online, Power Platform, Microsoft Teams and related technologies. Working closely with service areas to understand business requirements, provide technical expertise, promote best practice and ensure solutions are secure, compliant and aligned with Council priorities.	
MAIN DUTIES: - Ensure individual work is carried out in accordance with legislation, Council policies, ICT standards and security requirements. - Maintain and develop effective working relationships with internal and external partners. - Design, develop and maintain Microsoft 365 solutions to support and improve service delivery across Council services. - Develop and support solutions using Power Apps, Power Automate, Power BI, SharePoint Online, Microsoft Teams and other Microsoft 365 technologies. - Work with stakeholders to gather, analyse and document business requirements. - Translate business requirements into robust, scalable and user-friendly digital solutions. - Research, evaluate and recommend opportunities for service improvement through Microsoft 365 technologies. - Design and develop SharePoint sites, document management solutions, automation processes and information architectures.	

- Develop management information dashboards, reports and analytical solutions using Power BI and related technologies.
- Develop and support integrations between Microsoft 365 and corporate business systems using APIs, connectors and approved integration technologies.
- Co-ordinate testing, quality assurance and deployment of new solutions, enhancements and software releases.
- Assist in the migration and modernisation of legacy systems and processes into Microsoft 365 solutions.
- Ensure solutions comply with information governance, data protection, security and accessibility requirements.
- Monitor, troubleshoot and resolve application, workflow and system issues.
- Provide technical support and advice to users of Microsoft 365 applications and solutions.
- Produce and maintain technical documentation, user guidance and operational procedures.
- Deliver training, mentoring and knowledge transfer activities for colleagues and users.
- Fix data quality issues and support data validation and integrity checks where required.
- Participate in project work, managing a range of complex and competing priorities simultaneously.
- Contribute to digital transformation initiatives and corporate improvement programmes.
- Work to agreed performance indicators and maintain relevant service statistics.
- Assist with procurement exercises, supplier engagement and evaluation of new technologies where required.
- Deal with escalated, complex or sensitive technical issues.
- Quality check development work and promote best practice within the team.
- Contribute towards the overall development of IT & Digital Services and other Council services.
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Relevant degree and/or able to demonstrate equivalent in-depth knowledge, skills and competencies gained through relevant experience gained through significant relevant experience. Strong knowledge of Power Platform, including Power Apps, Power Automate, and Power BI.

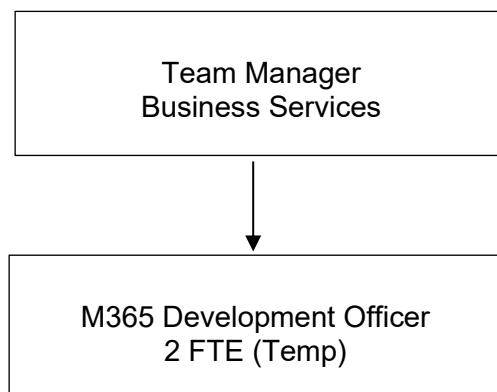
Disclosure Scotland:

- This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. Receipt of the appropriate clearance will be required prior to commencement.

Scottish Social Services Council:

- None.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Relevant degree and/or able to demonstrate equivalent in-depth knowledge, skills and competencies gained through relevant experience gained through significant relevant experience. This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. Receipt of the appropriate clearance will be required prior to commencement.	Microsoft certifications including Power Platform Developer Associate, Power Platform Functional Consultant, Microsoft 365 Certified or related qualifications
Previous Experience (Paid & Voluntary Work)	Experience developing solutions using Microsoft 365 technologies Experience of SharePoint Online, Power Apps, Power Automate and Power BI Experience supporting and maintaining business applications Experience gathering business requirements and translating them into technical solutions Experience of supporting and developing/configuring in a large scale networked environment Experience of delivering training Experience of participating in projects delivering change Experience of using reporting tools Providing support to customers and users of systems Software testing	Experience within local government or public sector environments Experience of Azure services, API integrations, DevOps, SPFx (SharePoint Framework) development or Microsoft Dataverse Experience of digital transformation projects

	Experience of providing technical support to the business for third party platforms Experience in coaching/mentoring Service redesign and system thinking methodologies	
Knowledge/ Skills /Competencies	Strong knowledge of Microsoft 365 technologies and governance Effective verbal and written communication skills Analytical and problem-solving skills Ability to manage multiple priorities and projects Ability to explain technical concepts to non-technical audiences Strong IT skills and commitment to customer service Understanding of information security, data protection and accessibility requirements Analytical and investigative skills Methodical and logical thinker able to establish what the problem is and identify solutions Ability to anticipate the impact of change Competency in the management, operation and security of end user technologies Proven effective time management skills with ability to analyse	Knowledge of local government business processes Awareness and understanding of project management methodologies Knowledge of enterprise architecture and application integration approaches Understanding of the risks and threats end business systems can pose to the security of the IT infrastructure and associated data Ability to engage with internal and external stakeholders on complex issues, improving system processes (workflows and automations)

	workload, assign priorities and achieve successful outcomes Effective communication skills including ability to listen, influence and negotiate, write clear and fluent reports and encourage a culture of open communications Understanding of the role of the Systems Admin Team in supporting business needs and processes	
Personal Qualities	Enthusiastic, proactive with a can do attitude Self-starter able to work on own initiative and take responsibility for workload and decisions Ability to resolve conflict and overcome difficult situations Ability to take ownership of complex situations/problems Ability to focus on the immediate priorities whilst not losing sight of the strategic objectives Thorough, paying close attention to detail Ability to remain calm under pressure Ability to use own initiative Ability to work flexibly as part of a team Ability to work as part of multi-disciplinary teams	Confidence to challenge barriers to effective practice Commitment to keeping skill set up to date and keeping abreast of emerging industry trends Experience promoting adoption of digital technologies Resilient Reliable
Council Behaviours	We are Person Centred We Initiate and Embrace Change	

	We Strive to be the Best we can be We make things Happen We work Together	
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