



Role Profile

June 2025

Job title:	M365 Lead
Reports into:	Assistant Director of IT and Data
Directorate:	Business Change
Department:	IT and Data
Location:	Maidstone/Hybrid
Direct Reports:	N/A
Grade:	3

Role purpose:

The M365 Lead will be responsible for leading the design, delivery, and optimisation of our Microsoft 365 collaboration tools – particularly SharePoint, Teams, and the Power Platform – to enable more effective, efficient, and secure ways of working across Golding.

The role will combine strategic oversight with hands-on delivery and will act as a subject matter expert, providing technical leadership, driving user adoption, and championing the use of collaboration tools.

Key Responsibilities and Accountabilities

Strategy, Governance, and Planning

- Work with the AD of IT and Data and key stakeholders within the IT and Data team to develop our approach to M365 collaboration tools, ensuring alignment with broader IT and business goals.
- Establish and maintain governance frameworks for SharePoint and Teams to ensure consistency, security, and compliance.
- Identify and prioritise opportunity to use Power Platform tools to automate processes and improve business insights.
- Work closely with IT and key stakeholders to shape our roadmap for M365 collaboration tools.

Delivery and Integration

- Own our SharePoint and Teams review and the associated action plan, leading the design, configuration, and rollout of new SharePoint sites and Teams structures.
- Oversee the development of Power Platform tools across both BAU and project delivery, taking responsibility for hands-on development where required.
- Oversee the integration of M365 with existing business systems (e.g. our housing management, asset management, and repairs systems).
- Ensure a consistent and user-friendly experience across all platforms, including robust document management, version control, and workflow automation.

Adoption, Engagement, and Training

- Work with our Transformation team to deliver user adoption initiatives, including Lunch and Learns, workshops, knowledge bases, and how-to guides tailored to different user groups.
- Provide hands-on support and advice to teams across Golding to embed the use of collaboration tools into day-to-day delivery.

Leadership

- Act as the Assistant Director of IT and Data's deputy in relation to M365 collaboration tools, representing IT in cross-organisational discussions as needed.
- Manage relationships with external suppliers and consultants where relevant.

Security, Compliance, and Risk

- Work with colleagues across IT and Data, and Governance to ensure M365 tools are secure and compliant with relevant legislation and internal policies.
- Support in the development of disaster recovery and business continuity plans for SharePoint and Teams.
- Monitor and report on performance and usage trends.

Key Performance Indicators

Standard responsibilities

Adopt and comply with Golding's values, policies and procedures, and regulatory frameworks including:

- Golding GOLD Standards – behaviour framework
- NHF Code of Conduct
- Health & Safety
- Data Protection and Privacy
- Use of IT Resources and Cyber Security
- Regulatory standards and probity
- Risks and internal controls framework
- Employment policies and procedures
- Equality, diversity & inclusion
- Safeguarding, modern slavery & human trafficking

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person specification

Education

- Professional certifications such as Microsoft Certified: Power Platform Developer or similar
- Microsoft certifications in relevant areas (e.g. SharePoint Administrator, Teams Administrator) – desirable.

Experience required

- Proven experience delivering M365 collaboration tools.
- Experience leading the adoption of new digital tools, including user engagement, communications, and training.
- Demonstrable experience in project delivery

Knowledge and skills required

- In-depth knowledge of SharePoint, MS Teams, and the Power Platform (Power Automate, Power BI, and Power Apps).
- Strong understanding of information governance, security, and compliance in relation to MS collaboration tools.
- Excellent communication and stakeholder management skills, with the ability to work effectively across technical and non-technical audiences.

Additional information

- Full-time, 12-month fixed term contract
- Hybrid, with some office attendance required (Maidstone, Kent).
- The role may occasionally require out-of-hours work to support system changes or respond to incidents.

